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ABSTRACT

A study was performed for the Colorado State Library to assess the current status of resource sharing--i.e., interlibrary loan (ILL), reference referral, and document delivery--among Colorado librarians, for the purpose of creating a benchmark for evaluating current services and for making recommendations for improvements in these areas. Four methods of data gathering were used: (1) site visits with the seven regional systems, with one or more of the major resource libraries in each region, and with the ILL service of the Colorado Resource Center (CRC); (2) ILL statistics complied from various existing reports from the regional system, from the CRC, from individual libraries, and from OCLC; (3) a survey distributed to a representative sample of libraries participating in ILL; and (4) a lending cost study executed by major resource libraries. From the results of analyses of all these data, 38 recommendations were developed. The report contains descriptions of the site visits, which provide a comprehensive and detailed picture of the resource sharing system and the CRC; the survey results, which show that ILL and other resource sharing activities are a vital part of library service in Colorado; an ILL lending cost study which provides a realistic, statewide determination of the cost of interlibrary lending; ILL loan statistics, which indicate the importance of ILL in meeting the information needs of state residents; a glossary and program description; and a two-part bibliography. The 10 appendixes include a copy of the survey questionnaire. (21 references) (CGD)

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Denver
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1988

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PREFACE

This document contains results of the Resource Sharing Study done for the Colorado State Library to assess the current status of ILL, reference referral, and document delivery among libraries in Colorado. The study's intent was to create a benchmark for evaluating current services, and for making recommendations for improvements. In doing this, four methods of data gathering were chosen:

1. Site visits with the seven regional systems, with one or more of the major resource libraries in each region, and with the ILL service of the Colorado Resource Center (CRC);

2. ILL statistics compiled from various existing reports from regional systems, from the CRC, from individual libraries, and from OCLC;

3. A survey distributed to a representative sample of libraries participating in ILL;

4. A lending cost study executed by major resource libraries.

Site visit reports provide a comprehesive and detailed picture of the ILL, reference referral, and document delivery operations of the regional systems and the CRC, supplying descriptive and comparative information at a level never before available. Lending cost study results supply, for the first time, a realistic, statewide determination of the cost of interlibrary lending. From the findings that were identified from all the data, 38 recommendations were developed.

The authors thank the Resource Sharing Study Advisory Committee members who contributed their collective experience, insight, perspective, and knowledge to this effort. The advisory committee took an active role in the project providing ideas and direction, monitoring progress, reviewing results, and, most importantly, assessing findings and developing recommendations. The committee conscientiously executed their charge with enthusiasm, professionalism, and good humor. The authors benefited from both their professional assistance and their personal camaraderie. The members of the Resource Sharing Study Advisory Committee were:

Virginia Boucher, Norlin Library, University of Colorado at Boulder
Richard Disario, Fountain High School, Colorado Springs
Susan Fayad, Chair, Colorado State Library
W. Jeanne Gardner, Pueblo Community College Library
David Parry, Lake County Public Library, Leadville
Terry Pickens, Mesa County Public Library, Grand Junction
Jane Ulrich, Southwest Regional Library Service System, Durango
Ed Volz, Denver Public Library/Colorado Resource Center
Maggie Witwer, High Plains Regional Library Service System, Greeley

The advisory committee held four meetings on the following dates: November 10, 1987; January 29, 1988; June 1, 1988; and June 14 and 15, 1988. In addition, the committee was called upon to provide input by mail and telephone as needed.

Many others assisted the authors over the course of the study, particularly with the data-gathering portion. Without the willingness of these people to commit their time, and provide the authors with data and opinions based on their records and experience, the study could not have been completed. The resource sharing picture would undoubtedly be less comprehensive, detailed, and realistic. Those contributing to the data gathering include: all those interviewed during the site visits, staff of the sample libraries that responded to the survey, and staff of major resource libraries that participated in the lending cost analysis. Also, staff of some of the major networking projects provided information on their programs (in addition to information gathered during the site visits), including BCR, CARL, IRVING, the Dynix node of IRVING, and MARMOT.

State Library staff who also contributed to the study through review of documents, assistance with methodology, and participation in advisory committee meetings were Nancy Bolt, Barbara Doyle-Wilch, and Keith Lance. Dolores Olson and Darcy Bauer did a great deal of typing, meeting arrangements, and other support work.

The authors wish to thank all of these individuals, and their respective institutions, for the time, information, and thoughts contributed to this study.

INTRODUCTION

From September 1987 through June 1988, the Colorado State Library undertook a Resource Sharing Study of the state, with the following objective:

> To assure that Colorado residents, through their local libraries, are able to obtain materials, and answers to reference questions, through the most efficient means possible.

Resource sharing is a basic component of Colorado library services. It is the means by which all residents are provided with needed information and materials, without regard to limitations resulting from geographic location or local library collections. Through the resource sharing activities of Colorado libraries, the library resources of the state, as well as national and international resources, are made available to every resident.

Though resource sharing among libraries can encompass a broad range of activities, the study focuses on three primary areas: interlibrary loan, reference referral, and document delivery. Since these form the core, and provide the common denominator, for many of the cooperative and networking projects in the state, they are fundamental to any resource sharing analysis. They also benefit from statewide coordination. Even limiting the research to these three topics proved to be an ambitious project; but, it is difficult to examine any one of these areas of resource sharing in isolation from the other two. Interlibrary loan service, however, is the dominant subject of examination.

Background

During 1976 and 1977, Virginia Boucher, a nationally recognized expert on interlibrary loan (and one of the current study consultants), worked as the Colorado Library Network Coordinator at the State Library while on special leave from her position with the University of Colorado at Boulder. While at the State Library, Ms. Boucher produced the Colorado Library Network Plan: A Network for Sharing. This plan delineated four network programs: materials location, interlibrary loan, reference/information, and communications, basically the same focus as this present study. In addition, Ms. Boucher wrote the administrative rules for the Payment For Lending program.

Subsequent network study and development by the State Library took a more narrow focus, primarily through the activities of the Network Development Committee and the Network Implementation Council, concentrating on automated tools and systems to support resource sharing efforts. This led to the increased development of computer-based networks within the state. During the same period, beginning with their establishment in 1976, the Regional Library Service Systems were organizing and expanding their role as the backbone for resource sharing and other cooperative activities among libraries in their regions.

However, with the exception of the Colorado Interlibrary Loan Study done in 1983 by Stephen Dickson, the programmatic aspects of resource sharing have not been addressed at the state level for ten years. Despite the great many changes that have occurred in the state that have implications for resource sharing, Colorado is still operating under 1977's structure. Recognizing the need for study and development, the long range plan for Colorado libraries, Blueprint for Colorado Libraries: Planning for a State of Excellence, 1988-1992, has a variety of objectives under Goal III: Interlibrary Cooperation, that relate to concerns addressed in this study.

Purpose

This situation necessitates taking a comprehensive look at resource sharing among libraries in the state, and addressing the functionality of a resource sharing network. There need to be adjustments for developments in automated networking and technology, for advancements in regional systems and their member libraries, for changes in the library environment in the state and nation, and for increased expectations and needs of Colorado residents. In order to provide a basis for planning resource sharing development, the study supplies a description, "a snapshot", of the current status of interlibrary loan, reference referral, and document delivery. This description allows for an assessment of services, participants, collections, policies, procedures, tools, and administration. (Funding and cost analysis, with one exception, are not a part of this study. A study being done concurrently of the regional systems and the CRC will address costs and funding.)

From the description comes information from which findings and recommendations are derived for determining: a) the most effective methodology for interlibrary loan, reference referral, and document delivery; b) the most effective use of existing resources; c) directions for further resource sharing development and support; d) the use of Library Services and Construction Act (LSCA) funds to enhance resource sharing; and, e) areas for development, with accompanying support data, for requesting General Funds. More specifically, resource sharing improvements have been defined as changes that lead to decreased turnaround time, to increased fill rates, and to the enhanced ability of staff to handle the ever-increasing workload. In addition, recognizing that the "snapshot" is a constantly changing picture, there is a need to adjust that picture periodically in response to change. In that regard, this document is a working document, a "jumping off point", for the development and improvement of resource sharing in Colorado.

Overview

On the surface, resource sharing seems to involve a relatively simple and straightforward process. A patron requests a particular item, or information on a subject, or has a question. The local library does not own the material needed to satisfy the patron's request, so a request is made of another library that is able to do so. The requested material is sent, or the information communicated.

Colorado residents have demonstrated a considerable need for this type of service, placing over one-half million item or subject requests each year. (This does not even include the reference questions which are referred to other libraries; that number is not known.) The requests cover a wide variety of purposes and topics. The service often supports the educational process, as students at all levels submit requests for research projects. Requests related to work needs are also common, as well as requests reflecting personal interests or concerns. Sample requests include everything from English literature and botany, to oil and gas fields of Colorado and professional ski instruction, to sign language and dog grooming.

However, to provide this service requires coordinating a variety of factors or components. The interaction of these components make the efficient and effective processing of a request possible: policies and protocols, procedures and tools, staffing, collections and resources, roles of various participants, continuing education, funding, and administration. Each component can impact, or have implications for, the others. The organization and integration of these components requires some kind of structure, a resource sharing network.

There are many varieties and levels of networking currently providing services for Colorado libraries. For the most part, this study focuses on the resource sharing network that is built on the regional library service system structure. Local libraries affiliate with the regional system to become part of the regional network and to benefit from regional system programs. The local library still has a responsibility to build and maintain a basic collection appropriate to the community it serves. The library can also supplement this collection by participating in resource sharing activities. Local library staff must be trained in the skills needed to use the network properly. It is at the local library where the direct interaction with the patron occurs, and where the patron request is defined. If this is not done well, the possibility of successfully obtaining materials or information through the network is diminished.

The protocols of this network are hierarchical, organized as follows. Local libraries do not necessarily send requests to one another directly. With the exception of major academic and public libraries (those which are equipped to do their own processing), as well as most special libraries (those which are part of for-profit organizations and, by law, excluded from regional system membership), requests are sent to the regional system ILL operation for processing. The regional system actually places the request with the library able to supply the item or information. (This is the case for ILL requests, but reference questions are often handled outside any structure. Libraries frequently call other libraries or agencies, or the CRC, directly for the answer.)

The regional system first checks the holdings of a nearby major library or libraries, a resource center, that may be able supply the needed materials. The resource center plays an important role in this process by being the "library of first resort" for the regional system, which usually relies heavily on the resource center collection to fill subject and reference requests. If the resource center has the needed materials, the process is greatly expedited.

If not available from the resource center, the guiding policy is to try to fill the request from a library within the region, before going outside to other libraries in the state, and subsequently outside the state. At this point, academic libraries within the regional system supply a great deal of support with their collections. Major resource libraries, or net lenders, across the state also make a considerable contribution to the ILL process by the number of items they supply from their collections.

If the regional system office is unable to locate the item or information, the request is sent to the Colorado Resource Center. The CRC, under contract to the State Library, processes and refers items for the regional systems and local libraries. The CRC will attempt to fill the request from its own collection. If this is not possible, the requests may be referred out of state using the OCLC online system.

There are a variety of reasons for creating such a hierarchical structure. The primary one is that not all libraries within a regional system have skilled staff, or the necessary bibliographic or transmission tools, for placing their own requests. In turn, the Colorado Resource Center has the largest public library collection in the state, and a greater variety of bibliographic tools than the regional systems have available to them. Each move up the hierarchy usually means the request is not within the scope of the tools, the associated staff expertise, and the available collections of the previous level. A hierarchical structure is also a method for controlling the routing of requests, leveling the load and meeting protocol requirements, such as clearing the region first. This avoids the problem of having just a few of the larger libraries inundated with requests.

Procedures and tools are the basis of network operations (though other components cannot be neglected). These are the "hows" of processing a request. Procedures and tools are primarily concerned with bibliographic and location verification of requests, transmission of requests and responses, and delivery of material. At the heart of all resource sharing activity, these often draw the greatest development efforts on the part of the libraries involved.

There are a wide variety of tools, both print and computerized, used in bibliographic verification and location (determinining that a title exists and is correctly cited, and identifying what library owns it). In Colorado, regional systems have maintained, and in some cases continue to maintain, union card catalogs of the holdings of their members. The State Library has produced a microfiche catalog of holdings statewide, the Colorado Union Catalog. However, more and more libraries have been developing online catalogs of holdings, either for a single library or for a group of libraries. Individual automated local systems can be used to identify the holdings of a single library, such as the Pikes Peak Library District automated system, Maggie III, and the Pueblo Library System. There are multi-regional automated systems such as MARMOT, and cooperative systems which cross regional lines, such as CARL and IRVING. The oldest and largest of these online databases, OCLC, supplies the state with a database of holdings across the state, as well as access to holdings nationally and internationally.

In addition to these catalogs that identify the holdings of specific libraries and groups of libraries, more generic tools such as periodical indexes and online reference databases provide citations to materials covering a particular topic, or particular format, such as serials. These do not necessarily provide location information. However, they are important to providing comprehensive service to meet patrons' information needs.

What tools are available to a library or a regional system office, the coverage and currency of these tools, the extent to which the tools integrate bibliographic and location information, whether the tool provides the circulation status of the item at a particular library, the points of access provided by these tools (author, title, subject), all affect the manner in which bibliographic and location verification will be done. For example, a bibliographic tool can support, or inadvertently disrupt, a hierarchical structure. Bibliographic tools probably have the strongest impact on the fill rate.

Communication is an intrinsic component of the network. Requests and responses must be transmitted to and from the local library, the regional system, and the lending library. U.S. mail is still a very common method for transmitting ILL requests and responses. However, more and more electronic messaging systems are being used or developed. Many of the regional systems have microcomputer-based ILL request transmission systems. WATS lines are an important part of communicating requests, either directly by phone or over an electronic mail system. The more sophisticated tools combine online bibliographic and location verification with electronic messaging, and with request file management. For this reason, request transmission is often a component of some of the online bibliographic verification tools, such as OCLC. This can speed up the processing of a request, and decrease staff time.

These same transmission methods can often be used for communicating the actual information requested, if the information is not very extensive. However, if a document (a book or many pages of photocopy) must be sent, then electronic means are not commonly available. The document must be delivered either through the U.S. mail, which is presently the predominant method, or by courier. Three of the regional systems maintain courier routes that greatly expedite document delivery.

Within this basic resource sharing framework, changes have been occuring over the past ten years. Adjustments may or may not have been made in response to these changes. Some of the more important ones that have been noted in the course of the study are: the constantly increasing ILL volume creating a difficult workload for staff; the increased development and use of online catalogs and electronic messaging systems; the diversity of automated systems being used; the dominance of the national networking scene by OCLC; the rapidly changing technological environment; growing dependence on, and cost of, telecommunications; the decreasing unit reimbursement by the Payment For Lending program; the increased expectations and demands of patrons, particularly those living in remote areas.

The following recommendations and findings attempt to address the problems and possibilities created by these changes, with an eye to improving fill rates, decreasing turnaround time, and distributing volume of requests. The major thrust of the recommendations is to expand the ability to process requests at each level: local library, resource center, regional system, and CRC. This is primarily possible through the application of technological developments; but other components of the network, such as continuing education, collection development, staffing, and administration, come into play as well.

The concept behind improving capabilities, particularly at the local library level, is to move the simpler requests down the hierarchy. If more local libraries are able to verify and transmit the less complex requests, such as straightforward requests for a particular item, the time and resources of the regional system and resource center can be reserved for the more difficult requests, making better use of time, expertise, and collections. The parallel is true in the relationship of the regional system to the CRC. With local libraries doing more direct borrowing of item requests, subject and reference back-up support will become the specialty of the regional systems and their resource centers, and of the CRC. This should improve the quality of service that each is able to provide by distributing requests more appropriately. Colorado's residents would benefit by receiving fast, accurate, and reliable responses to information requests through the resource sharing network.

FINDINGS AND RECOMMENDATIONS

Findings were identified from the data compiled through the site visits, the survey results, the statistical compilations, and the lending cost analysis. During the course of the last two meetings, these findings were reviewed with the Resource Sharing Study Advisory Committee. Through the deliberations of the advisory committee, using their collective experience and expertise, recommendations were extrapolated from the findings. In producing these recommendations, the committee focused on gaps, problems, issues, critical factors, and trends, as well as positive activity upon which further development could be built.

Collections

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1. Local libraries need to define and meet their local collection development responsibilities.

It is a generally accepted tenet of library service that it is not possible for a library to have in its collection all materials necessary to meet patron needs. The ability to access materials, information, and expertise beyond the scope of their local environs is one of the primary reasons for the development of resource sharing networks among libraries. The fact that Colorado libraries report sending out over one-half million ILL requests a year indicates that the collections of Colorado libraries are inadequate to meet local patron needs. Reviewing a sample of requests received at each regional office revealed requests ranging from popular reading materials, to school assignment topics,

to research for work and personal interest. Requests for information covered a variety of subjects: acid rain, fish farming, computer applications, sign language, car repair, Chinese art, orchestral wind instrument acoustics, and living with multiple sclerosis.

Despite the fact that each library cannot reasonably be expected to acquire all the materials requested by its patrons, it does have a responsibility to local collection development. Both the Colorado and the National Interlibrary Loan Code state that:

> Each library should provide the resources to meet the ordinary needs and interests of its primary clientele. Material requested from another library under this code should generally be limited to those items that do not conform to the library's collection development policy or for which there is no recurring demand.

The long range plan, Blueprint for Colorado Libraries, contains several objectives (II-7, II-9, II-10) for collection development: libraries and media centers should adopt a written collection development policy; libraries and media centers should have on-site collections of sufficient size and scope to provide for most requested materials; libraries and media centers should have collections of which at least 25% of the materials have been published in the last ten years. Collection development policies for public libraries will be guided by the role or roles each library selects for itself through the public library planning process as defined by Planning and Role Setting for Public Libraries. Academic libraries, school library media centers, and special libraries usually have collection development policies that support goals and activities of their parent institutions.

Without such collection development activities, libraries would place an unfair burden on the resource sharing network. Rather than acquiring those materials appropriate to their collections, ILL requests would be placed and reference questions referred that should have been handled locally. This adds to the already over-burdened network, increasing the volume of requests that must be processed. It also slows down response time to the patron, who has to wait for material or information that should have been available locally.

2. **Each regional system resource center should develop its collection so that it can complement and support the collections of local libraries in the regional system.**

Even with conscientious attention to collection development, local libraries, particularly smaller public libraries and school library media centers, face some basic restrictions that limit their collections. Small libraries find it necessary to weed frequently to contain the size of their collections within the space available. This usually means an emphasis on currency, and a limitation on depth and scope. Budgetary constraints also affect depth and scope, as well as contributing to limitations on the purchase of more expensive items, such as reference materials, non-print materials, and serial titles.

The resource center within each regional system is a larger library that has fewer of the constraints (or a different degree of the same constraints) common to the smaller libraries of the regional system. In designating its resource center, the regional system office has recognized the contribution this library makes to resource sharing within its region. The resource center already acts in a support and supplemental role for the collection needs of the other libraries in the region by being the first source for filling requests, particularly ILL subject and reference requests. The resource center, through its own collection development, should work with the regional system to enhance its back-up support role. The regional system should assist the resource center in this endeavor through an awareness of the collection development policies and information needs of its member libraries. Currently, only one of the resource centers (Central Colorado's, whose ILL operation is unique in not being a referral service) is able to fill more than 50% of the requests received. Two resource centers (High Plains and Plain & Peaks) come close to that mark by receiving 48% and 47% respectively of their regional systems' referrals.

The more ILL requests and reference referrals that can be filled by the resource center, the quicker the response time for the patron. In addition, by

filling the request closer to the source, there is usually an increased degree of accuracy, with a greater possibility for clarification and negotiation of subject and reference requests with the patron making the request. Finally, this means less requests are sent outside the regional system, easing the workload on the resource sharing network.

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3. State financial support for collection development should be provided to regional system resource centers.

The resource centers are currently not funded to provide supplemental collection support to regional system member libraries. Resource centers receive Payment For Lending compensation based on their ILL activity, which includes the loans provided due to regional system referrals. Their collection development budgets come from funding provided by their primary clientele.

Participation and Protocols

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4. Direct borrowing of materials by local libraries should be encouraged and developed.

This is a fundamental change to the existing protocol structure in which most libraries, with the exception of some of the larger academic and public libraries, refer all or most ILL requests through the regional system office. Given the size, staffing, and budgets of some of the smaller libraries, there will be a continuing dependence on regional system ILL service. For these smaller libraries, the total package of ILL support services (verification, location, subject requests, ILL referral, reference referral, continuing education) will be needed for the forseeable future. For some libraries that are able to convert to direct borrowing (sending their ILL requests directly to

the lending library rather than through the regional system ILL office), regional system assistance may still be required for more difficult ILL and reference requests.

However, given the proper training, tools, and funding, there are many libraries that could verify and locate accurately so that all, or some portion, of their ILL requests could be sent directly to the lending library. Some requests currently received by system offices are sufficiently verified to be sent directly to the lender. This is particularly true for straightforward author/title requests. Of course, there would be administrative implications for direct borrowing. Most importantly, a library that causes problems for lending libraries by not doing an adequate job of verification and location would need to be referred to its regional system. The library may have to revert to referring requests through the regional system, or may only need additional training.

Direct borrowing by more local libraries will improve the turnaround time on ILL requests by eliminating the referral step for more routine requests. Between 1984 and 1987, regional system ILL activity increased 35%, with no concomitant increase in staffing. This volume of activity makes it difficult for regional system ILL staff to provide quick turnaround time, and to give necessary attention to more complex requests. An attempt is made at the regional systems to process author/title request within 24 hours of receipt. However, the volume of requests, particularly during peak periods, often makes reaching this goal impossible. Subject requests usually take longer. Direct borrowing would decrease some of this workload, and allow regional system staff to reallocate their time. More time would be available for processing the ILL requests of those libraries who have the greatest need for assistance, and for those requests that require expertise beyond the scope of the local libraries, particularly subject and reference requests. This change would also release regional system staff to pursue other activities, such as additional continuing education and consulting for their membership. This would be more substantive activity with more long term benefit than the routine processing of ILL requests. It would contribute to the development of local libraries, improving services to the patron at the local library level.

5. **Each regional system should examine and further develop an ILL and reference referral structure that is appropriate to its specific situation.**

With the movement to more direct borrowing, each regional system will need to reassess how ILL and reference referral is handled within that system. It is difficult to designate one appropriate set of protocols for each regional system, because circumstances vary from region to region. Location of resources, verification and location tools available, service agreement with the resource center, and other factors will affect the most practical and efficient arrangement of such a structure. It is also quite possible that ILL and reference referral will require different structures.

The Blueprint for Colorado Libraries calls for the revision of protocols on a regular basis in response to shifting patterns of ILL activity (III-5). For example, microcomputer applications have had a particular impact that makes realignment to direct borrowing possible. Access to online catalogs through microcomputers provides libraries with verification, location, and request transmission capabilities that they previously did not possess. Many of the regional systems have programs that are developing these capabilities in local libraries, and are leading to direct ILL borrowing. This is just one instance of the need to adjust the protocols of the ILL structure periodically as technological development and other changes occur in the regional system and statewide.

Whereas most regional systems have a long-established service history with regard to handling ILL requests, reference referral service has been less codified. Survey responses indicate that libraries do not use regional systems as consistently for reference referral as they do for ILL. In answering reference questions, libraries have less definite patterns of referral. They are more likely to call another library in their area, or an expert individual or agency, than the regional system. It is unknown how much walk-in and telephone reference service is provided to residents and libraries of each regional system by its resource center.

Reference questions received by the regional systems are commonly turned into ILL subject requests, though this technique may not always provide the patron with the best response to his query. Although regional systems are not always equipped with current reference tools for answering reference questions, they do not often telephone a library or an agency for information as a means to answer reference questions. Each regional system should establish an appropriate structure to insure that residents of the region are receiving accurate answers to reference questions in a timely manner. This objective is also included in Blueprint for Colorado Libraries (III-7).

Equally important is the integration of the protocol structure with the regional system's continuing education program so that libraries are well versed in using ILL and reference referral effectively, and are informed of changes as they occur. It will also be important for the State Library to provide for coordination of protocols among regional systems, and statewide, as developments are implemented. Unless ILL and reference referral structures are periodically reviewed and adjusted relative to new developments, patrons will not receive the most effective service because regional systems and libraries will not be making the most efficient use of available resources.

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6. **The regional system funding formula should be changed so that the volume of ILL activity cannot be a determining factor in the level of funding received by each regional system.**

The regional system funding formula is based on a variety of factors: an administration and resource sharing base, ILL activity, consulting and continuing education relative to the number of members served, square mileage and population of the region. Only one of these factors is truly dynamic, the ILL activity level. Because of this formula's configuration, funding received by a system can increase or decrease as ILL referrals received from local libraries increase or decrease. This can potentially impede the development of direct borrowing by local libraries because the regional system funding could decrease as a result, thereby penalizing the regional system. This puts the

funding formula in contradiction with patron service, which should take precedence. Blueprint for Colorado Libraries recommends a study of alternatives to the current regional system funding formula by 1990 (VI-7).

Verification and Location

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7. Another edition of the Colorado Union Catalog should not be produced in its present microfiche format.

At the core of a resource sharing network are the bibliographic tools used for verification and location. These tools are used to determine the existence of a particular item; the correct citation for an item; where the item is located in the state, or nation, or beyond; and citations for items covering a particular subject. Each tool varies in the functions it can perform and the coverage it provides, and many complement one another. The greater the number of quality tools available to the librarian, the more quickly and accurately a request can be processed, and the greater the complexity of requests that can be handled.

Though in the past it has played a key role in verification and location of Colorado libraries' holdings, the CUC is expensive to produce and cumbersome to use. Still useful to some libraries, primarily smaller local libraries that have no other access to Colorado library holdings and few other verification tools, it is generally being replaced by development of online catalogs. However, there is not a one-to-one translation between these tools, so that during the current transition period, some gaps in access occur.

Presently, online bibliographic access consists of the following catalogs: OCLC, CARL/PPLD/MARMOT, IRVING including the Dynix node, and the Pueblo Library System. Although other online catalogs exist, holdings encompassed by these

automated systems represent all of the major resource libraries and all the regional system resource centers, with the exception of Weld County Library District. However, though OCLC comes close to being a comprehensive representation of the state's holdings, it requires access to all these databases and a series of searches to obtain the information available in one search of the CUC (when the CUC is current). Since the State Library provided the CUC at no cost to local libraries, there was no direct expense in using it. If the CUC is to be discontinued, the functions it performed, particularly for smaller libraries, need to be achieved through other mechanisms. The CUC provides access to the holdings of Colorado libraries for smaller, non-automated libraries, and serves as a bibliographic tool for listing holdings of smaller, non-automated libraries.

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8. **Local libraries should be provided with equipment (microcomputers, modems, and software), coverage of telecommunications costs (such as the provision of WATS lines), and training, in order to obtain access to the holdings of Colorado libraries which are contained in online catalogs.**

This will provide a replacement for the first function performed by the CUC for smaller, non-automated libraries. It is also necessary to the development of direct borrowing by local libraries. Blueprint for Colorado Libraries contains two objectives in support of of this development: "Access to Colorado's major automated networks for all libraries and media centers in the state should be provided" (III-1); and "Libraries and media centers should use library automation and/or telecommunications to participated in automated resource sharing networks" (III-9).

It would be ideal if all libraries could have access to all online catalogs; due to technical and budgetary limitations, access may necessarily be limited at first. Priorities for access by local libraries will be determined largely by regional system and statewide protocols, so that local library

access will complement the established structure. At a minimum, local libraries will need to access holdings of the regional system resource center, since the resource center collection is to supplement their own.

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9. **Current cataloging and retrospective conversion in the MARC format should be done for those libraries whose holdings are not presently represented in an online catalog, in order to allow other libraries to access the collections of smaller libraries.**

This will provide a replacement for the second function performed by the CUC for smaller, non-automated libraries. By making their holdings available in an online catalog, the full participation ("givers as well as takers") of smaller libraries in the resource sharing network is supported. A key element to the success of this activity is that procedures and funding should be in place to keep these holdings current. An obstacle to achieving this recommendation is that each regional system does not maintain an online catalog appropriate to include holdings of smaller, non-automated libraries.

This approach also provides for comprehensive regional system access, enhancing the ability of the regional system to fill requests within the region and maximizing use of local resources. Regional systems locator files (card catalogs of the holdings of regional system libraries) have been used less as automated systems grow. This has led to a shift from using a wider variety of collections within a system to using only a few strong and/or computer-controlled collections. Also some libraries which are important within a regional system are not currently represented in online catalogs. Statistics show that several regional systems (Arkansas Valley, Pathfinder, Southwest, and Three Rivers) refer less than 50 percent of their requests within the regional system. This could be a function of inadequate collections, but it also may be an indication of inadequate access to collections in the regional system.

10. **Regional system ILL services should make improved or expanded use of the following verification and location tools: OCLC, local automated system catalogs, online reference database searching, and printed periodical indexes.**

Regional system ILL operations, with the regional system resource center, can enhance service by having direct access to, and making greater utilization of, certain bibliographic tools. This will strengthen the role of the regional system in the ILL and reference referral process. Similar to improving the process through more direct borrowing by local libraries, decreased turnaround time, increased accuracy and quality, and greater disbursement of the workload can result by moving verification and location activities closer to the originating source.

Currently two regional systems (High Plains and Plains & Peaks) do not have adequate access to OCLC; several other systems do not make full use of this tool. This is a very important verification tool for determining locations both within and outside the state. It is an effective starting place for most author/title ILL searches, though in some instances a resource center or regional system catalog would be more appropriately searched first. It provides efficient, single-search access to the holdings of many libraries within the state, and immediate access to locations outside the state, if a state location is not available. This can assist the regional system ILL librarian in decreasing processing time.

Access to online catalogs of libraries within a regional system are not always available in the regional system ILL office. If these holdings are not available to the regional system ILL librarian through another source, the regional system is not maximizing the use of regional resources. Taking this a step further, the regional system should explore access to, and/or links among, local automated systems both inside and outside its region that would be appropriate to supporting the ILL and reference referral protocols that have been established. Local catalogs combined with circulation systems have the

advantage of providing availability status information which, in a situation where the patron can travel to a nearby library, can save time and money. Access to online catalogs such as those of CARL, for research materials, and those of IRVING, for public library materials, can further enhance the ability of the regional system office to verify ILL requests.

Particularly for subject requests and reference referrals, online reference database searching, as well as printed indexes and abstracts, can provide access to an underutilized bibliographic resource, periodical literature. In Colorado, book requests generally outnumber photocopy requests by two to one. In many other states, photocopy requests are better than half the number of requests sent. Often subject and reference requests are for topical information best covered in magazines and journals. Also the most current information on a topic can often be found in this type of publication. If indexes and abstracts are not available at the regional system resource center, the regional system should work with the resource center to enhance collection development in this area. Without making better use of periodical literature, relying primarily on monographic publications in online and microfiche catalogs, the patron is not receiving the fullest range of service.

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11. More comprehensive bibliographic control of serials in Colorado is needed.

Another reason for the underutilization of periodical literature is the inadequate and fragmented control of serials holdings in Colorado. It is difficult to determine location of serials titles, much less specific library holdings. Most regional system ILL librarians currently must search a wide variety of printed catalogs produced by individual institutions. A need has been expressed for a union list of serials for Colorado. The CARL system will be implementing a serials control capability to provide access to serial holdings of its members, which are the major serial holdings in the state. Further examination of this problem should be made as developments occur.

12. **Regional systems should forward all unverified requests, or requests for which no locations have been found, to the CRC.**

Currently, some regional systems do not forward requests for further verification and location to the CRC. One of the reasons the CRC has the role of library-of-last resort is because the CRC has a greater variety and number of bibliographic and reference tools. Even as the regional systems increase their verification and location capabilities, they will probably never have access to the range and scope of tools available to the CRC (with the exception of Central Colorado). This is particularly true of print tools. In order to best serve the patron, every possible avenue should be exhausted for ILL and reference requests. With allowances for professional judgment, regional systems should refer all unverified requests to the CRC to assure that requests that could possibly be filled are not returned.

Subject Requests and Reference Referral

13. **Regional systems and the CRC should do clarification and negotiation of subject and reference requests as needed.**

It is very difficult to fill a subject request or reference question second or third hand. The farther the supplier is from the source of the question, the less likely it is the patron will receive exactly the information needed. Inappropriateness of material supplied is a major complaint heard regarding subject request service of the CRC.

A reference question usually requires a reference interview with the patron. This is a clarification process that allows the librarian to obtain a more exact determination of patron needs. It is also a negotiation process

that allows the librarian to determine if substitutes or alternatives will meet the needs of the patron, if some specifics of the request cannot be met. In a subject request and reference referral process, this is the most important step. The better the skill of the librarian in obtaining and communicating this information to the regional system or the CRC, the better the results. Many regional systems provide their member libraries with workshops to develop this skill.

Even so, many vague or incompletely described requests are received at the regional systems and the CRC that require additional clarification and negotiation. For a variety of reasons follow-up is often not done. Sometimes the local librarian is hesitant to question a local resident further, or the patron may be reluctant to provide additional information. But more often it is a result of time and money constraints. Calling for clarification takes more time than making an educated guess. It also means making a long distance phone call, not only for the regional systems and the CRC, but also for the local library that may have to call back after confering with the patron. If this interaction is to be supported and promoted, WATS lines in and out of the CRC and the regional system offices are needed.

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14. Reference service should be performed by trained staff using an up-to-date collection.

Though this recommendation was arrived at separately, it is almost identical to one of the objectives (II-11) in Blueprint for Colorado Libraries. Not only do some of the libraries in regional systems have out-of-date reference tools, but this also true of some regional system offices. This recommendation is a minimum basic service requirement to provide quality information services to Colorado residents. As noted in the previous recommendation, this hinges on staff ability, as well as available tools.

Transmission

15. ILL requests should be sent electronically.

ILL requests are transmitted between libraries, between libraries and regional systems, between regional systems, and between regional systems and the CRC. The majority of requests initiated in the state are being sent through the U.S. mail, which is slow, and sometimes problematic, in parts of the state. In some cases, requests are sent electronically either by electronic mail and/or as a subsystem of an automated system. Some requests are sent by courier. By far the most efficient method is to send requests electronically, though courier use can also expedite delivery. Turnaround time would be reduced if more requests were sent electronically.

The problem is finding a single, common transmission system that can be used by all parties. This may never be possible. However, the Colorado Department of Education is currently investigating communication options that may yield some results applicable to a majority of libraries. There are presently at least nine major electronic transmission systems being used in the state for ILL: OCLC ILL subsystem, EasyLink, Arkansas Valley's WREN, Central Colorado's Round Robin, Pathfinder's Bookpath, Plains & Peaks' PS-Mail (component of Maggie), Southwest's MILN, Three River's Bookpath, and IRVING's ILL subsystem. The proliferation of automated transmission systems makes ILL processing difficult for large lenders and regional systems.

Though a single, common transmission system may not be realized in the near future, options should be examined which can be applied to some key situations:

Member Libraries and Regional Systems: Many regional systems have established, and continue to expand, microcomputer-based ILL transmission systems. This development should continue. As more libraries are equipped with micro-computers and modems to encourage direct borrowing, the same equipment can be

used to link them to the regional system ILL network. In addition, a transmission system allowing these libraries to use this same equipment to communicate requests outside the regional system would enhance direct borrowing.

Regional Systems and the CRC: As the major processors of ILL requests in the state, a common transmission methodology should be found to expedite communication. Some regional systems use EasyLink to communicate with the CRC, but some systems have experienced difficulty with it. The regional systems' different microcomputer-based networks do not communicate with one another.

Regional Systems and Major Lenders: Since many of the major lending libraries in the state use the OCLC ILL subsystem, this would be an efficient means for the regional systems to communicate requests to these libraries. This would include the CRC which also uses OCLC. As the regional systems make greater use of OCLC for verification, it is efficient to transmit the request on OCLC at the same time that verification is done. An added feature of the OCLC ILL subsystem allows the request to be referred to a number of libraries, if the first library is unable to fill it. This would additionally improve turnaround time on requests and decrease time needed to process requests. Recently one regional system began making greater use of OCLC for request transmission with very favorable results.

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16. An ILL subsystem should be implemented on the CARL/PPLD/MARMOT network.

As one of the major bibliographic verification tools for the state, which also links the Western Slope with the Front Range, the addition of the an ILL request transmission system would greatly enhance the resource sharing capabilities of this tool. Two of the other major bibliographic access tools, OCLC and IRVING, have ILL subsystems. Pueblo Library System is in the process of implementing an electronic mail component that will allow libraries in the Arkansas Valley regional system to search the online catalog and send messages to Pueblo.

Document Delivery

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17. A telefacsimile network should be established beginning with the State Library, the CRC, and the regional system ILL offices or the regional system resource centers as nodes.

Many advances have been made using automation to catalog, index, verify, and locate materials for ILL. The ability to readily identify materials located elsewhere has created increased expectations on the part of patrons who wish to use these materials. However, the ability to deliver materials has lagged behind the ability to locate them, creating frustration for both the patron and the librarian trying to provide efficient service. The problem is particularly troublesome regarding ILL requests initiated by students. The timeframe imposed by the school year schedule can sometimes prohibit the use of ILL, limiting the range of materials available.

For transmission of photocopy pages in response to ILL requests and reference questions, telefacsimile can be used to provide same-day delivery of materials. A network linking some of the key providers of ILL service would establish a beginning framework for improving delivery. Blueprint for Colorado Libraries sets a goal (III-4) for delivery of materials by the fastest and most economically feasible means available, and recommends a study of the alternatives. Such a telefacsimile network would allow for close examination of this alternative.

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18. A courier link between Pueblo and Colorado Springs should be established.

For the delivery of books and other items that cannot be photocopied, courier systems are presently the only feasible alternative. Courier systems have proved very successful in certain parts of Colorado. Three of the Front Range regional systems (Central Colorado, High Plains, and Plains & Peaks)

maintain courier systems that are linked, providing delivery service from Laramie, Wyoming to Colorado Springs. These courier systems provide efficient document delivery for member libraries of these regional systems. Though there is not a formal courier service in Arkansas Valley, delivery arrangements using BOCES couriers and other less formal means have been established. The natural extension of the Front Range courier system to include Pueblo would further enhance document delivery.

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19. MARMOT should do a document delivery study for the Western Slope, after a MARMOT ILL subsystem is implemented.

Courier service on the Western Slope has never been viewed as feasible due to distances that need to be covered, weather problems and topographic obstacles, and lack of density of library locations to be served. A 1978 study, Document Delivery Study Colorado Western Slope, indicated that cost of delivering items via courier made that service impractical. The generally-held opinion on the Western Slope is that study results remain valid. However, since a delivery service would greatly complement verification and location capabilities of MARMOT, the options should again be investigated. This would best be done once a MARMOT ILL subsystem, which should have first priority, is in place.

Resource Centers

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20. The CRC should have a centralized receiving office for fielding and negotiating reference questions.

Local libraries are encouraged to contact the CRC directly with reference questions. Departmental telephone numbers have been published so that libraries can call the appropriate department based on the subject area. This

service distribution allows for direct access to the most probably information source. However, it has also led to confusion and frustation with CRC reference service. Complaints include dissatisfaction with turnaround time, lack of responsiveness to phone calls, and lack of a systematic method for resolving service problems.

Causing additional confusion is the policy that, for reference questions requiring extensive searching, the caller is told to submit an ILL request. Often reference questions and ILL subject requests overlap. Two primary responsibilities of the CRC are reference referral and ILL subject requests. Rather than dispersing these responsibilities, they should be consolidated. A centralized office, working in coordination with the ILL service of the CRC, would resolve the problem of distinguishing between reference questions and ILL subject requests. Each would be negotiated and treated appropriately as determined by office staff. This staff would also have as their primary responsibility the CRC reference service, being accountable for all CRC telephone service to and from local libraries and regional systems. This would provide for better responsiveness, trouble-shooting, and accountability. In addition, a centralized CRC office staff would become familiar to local libraries, creating a rapport and confidence that does not presently exist.

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21. Performance standards for turnaround time, three working days, should be included in the CRC contract and evaluated annually.

As the library-of-last-resort for ILL requests, the CRC does a significant volume of work. In addition, requests tend to be more difficult, ones that regional systems or local libraries are unable to handle. Under these circumstances it is understandable that the CRC would require some time to process these requests. However, turnaround is presently inordinately long, sometimes three to four weeks. This has led to regional systems working around, rather than with, the CRC. Requests that the regional systems are unable to fill are not forwarded for further verification, partly because of dissatisfaction with service. ILL subject requests are turned into author/title requests because these tend to be processed faster by the CRC.

This procedure does not always provide the best patron service, and precludes the CRC from using the expertise and collections contracted for. The reliance on the CRC for service requires that turnaround time be improved, and consistently maintained, thereby generally improving ILL service in the state. The State Library should establish a process for monitoring the turnaround time provided by the CRC, evaluating it annually and dealing with complaints.

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22. The CRC should refer unfilled requests to the University of Colorado at Boulder.

Despite the fact the DPL has a large and varied collection, the CRC is not able to fill every request received. This is partly because the requests received are the more difficult ones, the ones that the regional systems were unable to fill. It is also because some requests are not appropriate to DPL's collection. The CRC's fill rate for author/title requests is 51%, for subject requests 80%. The fill rate for both author/title and subject requests has decreased over the last four years, 27% and 8% respectively. This means that many requests are being returned to libraries that have no other recourse, and that information needs of patrons are not being met.

The University of Colorado at Boulder has the largest academic library collection in the state; DPL the largest public library collection. The two collections complement one another. In order to best utilize Colorado's library resources and to improve the fill rate for ILL requests, the CRC should refer unfilled requests to UCB's ILL service.

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23. A resource center should be identified for Three Rivers.

The cooperation between a regional system and its resource center is vital to the success of ILL and reference referral services. Several regional systems have located their ILL operations in their resource centers in

recognition of the regional system's reliance on the resource center collection to serve their member libraries. Regional system ILL librarians use the reference and general collections of the resource center to fill subject and reference requests. The regional system resource centers, with one exception, are the largest public libraries in their regions.

Due to the geographic boundaries chosen for Three Rivers, it was left without any library appropriate to the role of resource center. This has created an unfair handicap for Three Rivers in attempting to provide service to its members libraries, particularly with regard to subject requests and reference referral. Despite this, Three Rivers refers 35% of its requests within the region, and has return rate of only 7.5%. Though these statistics indicate that Three Rivers has learned to manage well without a resource center, the regional system could still benefit from the close, supportive relationship provided by a resource center.

Staffing

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24. Additional staff is needed at the regional systems, regional system resource centers, and the CRC to handle the volume of ILL and reference requests.

One overwhelmingly consistent theme heard with regard to ILL service is the excessive workload, the constant increase in the volume of requests, and the lack of staff and resources to handle the load. Even with the move to have local libraries do more direct borrowing, this will not entirely resolve the workload problem for regional systems and the CRC, which specialize in subject and reference requests. These requests particularly require a great deal of processing time, more so than author/title requests. Most individual libraries do not accept subject requests. This is a special service of the regional systems, their resource centers, and the CRC. At the regional system,

turnaround time on subject requests can take several days to more than a week. At the CRC it can be even longer. Greater expertise is required for processing subject and reference requests. The staff of regional system resource centers is often called on to assist with these requests. Subject and reference requests may often require clarification and negotiation calls. This is not always done due to time constraints. If quality service is to be provided for subject and reference requests, as well as author/title requests, meaning improved turnaround time and relevant, substantive response, then more staff must be available.

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25. Each regional system should have a current ILL procedures manual for its internal ILL operations.

Regional systems have very little depth to their staffing. An ILL procedure manual will be of considerable assistance when changeover in ILL staff occurs. Writing the procedures manual requires the ILL staff to take a close look at what they do and why they do it. This can lead to potential improvements in regional system ILL operation. A procedures manual for libraries that use the regional system ILL service can be more easily written, or extrapolated, if an internal procedures manual has been written first.

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26. Regional systems should explore and implement staffing options to handle the periodic increases in ILL volume.

ILL activity has definite periods of increased activity. Peak activity usually occurs in the fall and spring, relative to the academic calendar. Regional systems have lean staffing, with the staff overloaded during these periods of increased activity. This usually creates processing backlogs of ILL requests. In order to avoid these backlogs and improve turnaround time during peak periods, options for additional staffing during these times should be used by the regional systems.

Continuing Education

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27. Continuing education specifically geared to regional system ILL librarians needs to be provided.

Regional system ILL librarians play a leadership role with regard to ILL service in the state. This role needs to be recognized and developed. Regional system ILL librarians generally work in isolation with few opportunities to update their skills and to interact with their peers. These librarians are responsible for maintaining and developing an effective ILL service, and for providing ILL training to local librarians. The position of the regional system ILL librarian is unique. Their continuing education needs are different from those of ILL librarians who serve a single library. A continuing education program to meet these needs, and to provide support for the leadership role of the regional system ILL librarian, should be developed through the coordinated efforts of the State Library, the CRC, and the regional systems. Minimally, an annual workshop should be held in conjunction with the CLA conference or the Colorado ILL Workshop; its focus should be instruction in new ILL developments and issues, and include an exchange forum among the regional system ILL librarians.

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28. Workshops and training should be developed and provided for local library staff in reference, ILL, and collection development.

Continuing education is an intrinsic component of any resource sharing network. Without ongoing training in all aspects of network service, effective use of network services quickly declines. In recognition of this, many regional systems currently offer, or have offered, workshops in reference, ILL, and collection development. Staff turnover requires course offerings on a regular basis. The local librarian is the one who directly interacts with the

patron. Quality of service provided at the local level can control outcomes of the entire process. The regional system ILL staff and the CRC staff often note an improvement in requests received after regional system workshops.

One suggestion for these workshops is that they should particularly address the problem of eliciting or distinguishing a specific reference question from a general subject request. A reference question is usually a request for a specific piece of information that can be answered relatively briefly, either verbally or through photocopying of a few pages. A subject request is a broader request for information on a topic or subject that requires supplying material through the ILL process. These should be handled differently. Often the patron will express an information need in broad terms. Through the interview process the librarian should elicit the more specific question. If unable to provide information from the local collection, the librarian must determine the best way to handle the request, as an ILL subject request or as a reference referral. The patron is not best served by converting what is really a reference question to an ILL subject request. Often the original intent of the question is lost; its specificity is blurred in the broader subject request. In addition, reference questions can often be expedited because a verbal answer can be supplied over the phone.

The State Library, in conjuction with regional systems, should develop a modular training unit that can be adapted for use by each regional system. It will provide consistency in training and minimize the workload on each regional system staff.

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29. The use and identification of periodical literature should be a continuing education topic at local, regional system, and state levels.

As already noted, periodical literature is not routinely used by librarians in the state. A continuing education effort, combined with efforts to improve access to this literature would assist in remedying this situation. Since

periodical literature is a valuable but underutilized resource, such a continuing education effort will be needed to promote its use in the ILL and reference referral structure.

Reciprocal Borrowing

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30. Reciprocal borrowing should be encouraged and promoted.

Reciprocal borrowing allows someone who is not a member of a library's user group to check out books from that library. Many libraries in the state have formal or informal arrangements with other libraries in their area, with other libraries of the same type, or with other libraries of their regional system. If a library determines that another library in close geographic proximity has the item the library's patron is seeking (and this is can be easily done now with access to a library's local automated circulation system), it can be a simple process to send the patron to the other library to obtain the item. This is a less expensive transaction and allows the patron to obtain the item more quickly than placing an ILL request. Reciprocal borrowing is a valuable addition to the resource sharing network, complementing other services. Regional systems and local libraries should investigate reciprocal borrowing arrangements and implement them where possible.

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31. Steps should be taken to establish a statewide borrowers card.

As indicated previously, there is a wide variety of reciprocal borrowing arrangements presently existing in the state. These should be identified and examined with regard to policies, procedures, problems, and compensation; individual arrangements should be consolidated and expanded to statewide

coverage. This would allow any resident of the state, no matter where he resides, to use the services of any library in the state. The services should include the ability to check out books and to obtain answers to reference questions. The Blueprint for Colorado Libraries contains an objective (III-6) for the development of a statewide reciprocal borrowing agreement.

Administration

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32. **The State Library should have a designated staff person to provide coordination and administration for the resource sharing network. This staff person should be assisted by an advisory committee.**

A resource sharing network consists of a variety of components that require coordination: policies, participants, procedures, funding, services, tools, continuing education, documentation, and record keeping. If the network is to continue to grow and develop, and not stagnate and disintegrate, it requires direction and planning. In other words, someone must tend it. Since the participants in this network are from across the state, state level administration should be provided.

However, State Library staff alone should not be responsible for the network. It must be a shared responsibility of all the participants. For this reason, a representative advisory committee should assist with network administration.

A preliminary list of assignments for the resource sharing network advisory committee and coordinator have been identified: statistics revision and coordination, forms standardization, adjustment of procedures for direct

borrowing, problem resolution and trouble shooting, ILL policy recommendations, Payment For Lending revision, CRC monitoring, local library model ILL manual, standardized subject request form, and ILL author/title short form.

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33. The ILL protocol structure should be adjusted to allow for more direct borrowing by local libraries.

With a movement toward more direct borrowing by both local libraries and regional systems, all components of the network will need to be reexamined to identify necessary changes in support of this activity. Most importantly, participants will have to identify and understand the responsibilities of their redefined roles; continuing education efforts will need to be developed to encourage direct borrowing; and problem resolution channels will have to be established for assisting lending libraries in dealing with local libaries that submit inadequately verified requests. Of course, funding to properly equip local libraries and regional systems, and to underwrite telecommunications costs, must be obtained and allocated.

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34. Payment For Lending funding should be increased to provide a unit payment that is closer to the actual cost.

As the lending cost analysis done as part of this study indicates, present PFL funding is inadequate to provide appropriate reimbursement to the lending library. The average reimbursement for loans is $2.86, whereas the average cost is $6.75. In addition, the number of net loans requiring reimbursement continues to increase, so that the unit payment continues to drop. Based on the cost analysis data, the State Library should make renewed efforts for a funding increase, with periodic adjustments based on increases in the number of net loans and new information on lending library costs. Blueprint for Colorado Libraries (VI-4) designates a minimum annual increase of 7% for PFL.

35. Payment For Lending regulations should be reviewed and revised by the State Library, with a target completion date of June 1989.

Some aspects of the PFL regulations are out of date; they should not only be updated, but consideration should also be given to changes that may be beneficial based on past experience with the program. Some identified concerns include: eliminating the exclusion of the University of Colorado Health Sciences Center, removing the $4.00 upper limit on unit payments, establishing a lower net loan limit on payments, streamlining reporting procedures, and requiring a periodic lending cost analysis by participating libraries so that current figures are available to justify funding requests.

36. Statistics should be uniformly kept and reported.

ILL statistics are received from a variety of sources and for a variety of purposes. The four basic sources of ILL statistics are: type-of-library statistical reports, regional system reports, CRC reports, and Payment For Lending reports. The statistics are not necessarily comparable across reports. In addition, there is often confusion about the content and interpretation of a single type of report. ILL statistical record keeping should be examined by the State Library and the resource sharing network advisory committee with the objective of streamlining and coordinating these statistics.

37. Patron satisfaction with ILL service, particularly subject requests, should be studied.

Little is known about the end result of the resource sharing network activity. The whole purpose for which it is intended is to meet the

information needs of the residents of the state. However, there is little evidence from the user's perspective on how well the network is performing. A study of patron satisfaction should be designed and executed by the State Library, in conjuction with regional systems, the CRC, local libraries, and library patrons. Data gathered from this study should be used to identify improvements to services.

38. Public relations to promote ILL and reference referral services should be recognized as an integral component of a resource sharing network.

Colorado libraries can invest a great deal of effort in establishing quality resource sharing services; but, if these services are not used by the people they are intended to serve, the effort is wasted. Colorado residents are entitled to information access without regard to where they live in the state. This is the basic tenet that underlies the resource sharing efforts of Colorado libraries. But it is not sufficient for libraries to provide the access, they must also create an awareness of this service among the patrons that they serve. Blueprint for Colorado Libraries dedicates an entire section (V) to public awareness.

Another level of awareness exists with regard to resource sharing network services, that of the local library. Regional library systems and the State Library have a responsibility to promote and encourage participation by the local library. If this node of the network is inactive, some portion of the residents of the state will be without service.

SITE VISITS

The major data-gathering effort of the study was the site visits to each regional system and to the ILL service of the Colorado Resource Center. Information accumulated through site visits provided the core data upon which many findings were based. This section contains a detailed report of each site visit, including a list of those interviewed.

In each regional system, both the director and ILL staff were interviewed. Also the director, as well as other staff, of one or more major resource libraries in each regional system (with the exception of Three Rivers) were interviewed. Each site visit was structured around the same list of questions, with separate but similar lists for regional system directors, ILL staff, and staff of major resource libraries.

Questions addressed the same concerns that form the outline of each report: regional system description, collections, ILL policy, ILL activity, ILL participants, verification and location procedures and tools, the role of the regional system resource center and the Colorado Resource Center, ILL transmission, ILL staffing, reference referral, document delivery, other resource sharing activities, continuing education for both regional system member libraries and regional system ILL staff, and general problems, concerns, and opinions of those interviewed. The Colorado Resource Center site visit interview and report, as much as was applicable allowing for necessary differences, follow the same structure.

A draft of each site visit report was distributed to those interviewed for that particular report, allowing for comments regarding interpretation and for correction of any inaccuracies.

ARKANSAS VALLEY REGIONAL LIBRARY SERVICE SYSTEM

A. SITE VISIT

Dates: February 16-17, 1988

System Office
Donna Jones, Director
Carol Ann Smith, Interlibrary Loan Librarian
June Kochis, Interlibrary Loan Assistant

Pueblo Library District
Charles Bates, Director
Joanne Dodds, Public Services
Noreen Riffe
Patti Johnson

University of Southern Colorado
Bev Moore, Director

B. SYSTEM DESCRIPTION

The Arkansas Valley Regional Library Service System, headquartered in Pueblo, serves libraries in 13 southeastern counties covering 23,407 square miles with a population of 244,818.

Membership consists of:

Academic libraries	5
Public libraries	22
School districts	37
BOCES	3
Special libraries	2
State Institutions	12
Total	81
Associates	5

Major programs are interlibrary loan, consulting, children's programming, and continuing education.

Arkansas Valley stretches from the Continental Divide to the Kansas border including national forests and grasslands, sparsely settled ranch country, the home of Rocky Ford cantaloupes, orchards near Canon City, Pueblo - one of the largest cities in Colorado presently the scene of the renewed and aggressive economic activity, and the Arkansas River upon which is the site of Bent's Fort. The distances are great in this, the largest system in area. Most libraries are small, isolated, and have only the Colorado Union Catalog or an older Books in Print for verification. Most of the state's penal institutions are in Arkansas Valley as well as two state nursing homes. There are a number of medical libraries. Lamar, Canon City and Woodruff Memorial (La Junta) public libraries, in addition to Pueblo, employ M.L.S.librarians. Only some school media personnel are certified.

C. COLLECTIONS

Many libraries in Arkansas Valley are struggling to provide basic service and are not well funded, particularly those outside of Pueblo County. There are four community colleges and the University of Southern Colorado to lend strength to resource sharing. Collection development workshops have been done, and recently, a project called Health Help has fostered collection development by increasing medical reference books and services in a number of libraries. The system maintains a small collection of paperbacks from which loans are made. Members are notified of frequently requested, inexpensive items which could be purchased.

The major resource library for Arkansas Valley is Pueblo Library District (318,109 volumes), located a few blocks from the system office in Pueblo. The University of Southern Colorado (467,184 volumes), also in Pueblo, is an important lender for the system.

D. RESOURCE SHARING: INTERLIBRARY LOAN

The policy is to accept all author/title and subject requests for print materials. There are no restrictions placed on the type of material requested other than that it be print. The Colorado Interlibrary Loan Code, 1986 and the National Interlibrary Loan Code, 1980 are kept in mind as work progresses on requests.

Interlibrary loan activity for FY 1987 was as follows:

Requests processed by the system			16,948
Requests unfilled		793	
Requests placed		16,137	
Filled at Pueblo Library District	2,374		
Referred in Arkansas Valley	1,968		
Referred in Colorado	8,014		
Sent to CRC	1,649		
Sent out of state	2,132		

Participation in regional system ILL service excludes the University of Southern Colorado, an OCLC user, which borrows directly most of the time. About 90% of the Arkansas Valley members use interlibrary loan service. School libraries make up the majority of non users. Libraries which are directly connected to the Pueblo Library District computer system may go directly, and occasionally an Arkansas Valley member will lend to another member without going through the system office.

Verification/Location of requested materials is first done by searching the Pueblo Library District online catalog on a terminal in the system office. Author, title, or subject approaches may be used. Those items not located or not available are then checked in the region locator file (still active) which is a main-entry card file of some members' holdings. Finding the time to get the cards filed and making withdrawals is a problem. Following that, the Denver Public Library microfiche catalog (last one 1986) and then the Colorado

Union Catalog (microfiche) are checked. Occasionally, CARL is used by long distance dial up, particularly for subject requests. Sometimes MARMOT and the Pikes Peak Library District are examined by selecting them from a menu on CARL. The National Union Catalog is not available.

Requests for periodicals are checked in paper catalogs of Pueblo Library District, the University of Southern Colorado, Over the Plains Connection, (a union list of serials including the four community colleges and Lamar Public Library) and the Salida Regional, Canon City, Otero County Union List of Serials. This publication was done by Arkansas Valley using an LSCA grant. The Colorado Council of Medical Librarians Journal Locator (paper) is used for medical requests. Lastly, OCLC, located at Pueblo Library District, is searched, including union lists. Only 45 minutes of terminal time each day can be used by Arkansas Valley because of budget restrictions. Most author/title requests are sent on within 24 hours.

For patrons in Arkansas Valley, the ILL librarian will develop a database search strategy. Then the patron can have the search done at either the University of Southern Colorado or Pueblo Library District, both of which charge for the service. Database searching is not used for interlibrary loan verification.

Statistics for interlibrary loan are compiled from tally sheets using an Apple microcomputer and Visi-calc.

The resource center for Arkansas Valley is the Pueblo Library District (Pueblo County), the largest public library in the system. Six high schools, Pueblo Community College, the University of Southern Colorado, and Arkansas Valley can search the online catalog at Pueblo Library District. Users with direct lines can send requests electronically, but the system is cumbersome. Dial-up users do not transmit requests. For Arkansas Valley requests, the Pueblo Library District pulls from the shelves, prepares for shipping, and processes the forms. Payment for Lending money is received. Arkansas Valley and the Pueblo Library District have a contract for system participation. Satellite libraries in connection with School District #70 have been established in non-urban areas of the county.

The University of Southern Colorado, an OCLC member library, is an important lender for the system. Scheduled to come up on Dynix soon, Arkansas Valley would benefit from the ability to search the University of Southern Colorado database from the system office. Sending the University of Southern Colorado requests can be done electronically using the Pueblo Library District system.

Author/title requests identified as being in the Colorado Resource Center collection are forwarded. Requests for further verification and location work and "No Stop DPL" are infrequently used. Sometimes response time is lengthy and questions are not always answered adequately.

Transmission of requests into the system office is by the U.S. Postal Service (ALA and system forms), WREN (21 libraries), and telephone for occasional rushes. WREN is a microcomputer-based ILL system using the same software as MILN in the Southwest system. Requests are sent on WREN as well as received, and ALA forms can be produced. WREN requests can also be sent via

EASYLINK to the Colorado Resource Center, University of Colorado at Boulder, and other EASYLINK users. There have not been problems with EASYLINK. Requests can be sent electronically to the Pueblo Library District. The OCLC system is not used except in the case of a few rushes when the University of Southern Colorado code is employed, Arkansas Valley not being a cataloging or group access user. The U.S. Postal Service is used for ALA forms. Processing time in the system office can be two to three days for more difficult subjects.

The staff is headed by an M.L.S. librarian who overseas the resource sharing activities and teaches the smaller libraries how to use the automated ILL system. Helping her is an ILL assistant and a student assistant. A newly completed manual, Interlibrary Loan Procedures Manual, which contains WREN information gives detailed directions for office ILL operations.

E. REFERENCE REFERRAL

The ILL librarian fills subject requests by using the online catalog, reference, and general collections of the Pueblo Library District. Occasionally, subjects are filled by changing them into an author/title request subsequent to a "word" search on CARL. Unfilled subject requests are forwarded to the Colorado Resource Center. There is no distinction made between subject requests and reference questions, although a small collection of reference books is maintained in the system office for answering questions, particularly those concerning addresses. Not many telephone reference questions come into the Pueblo Library District from outside of the county because of the long distance charges to most libraries, but walk-in patrons are helped and mail requests answered.

F. DOCUMENT DELIVERY

Though a courier study has been done, including a link to the Pikes Peak Library District in Colorado Springs, no funding has been identified to get it started. With system coordination, an informal courier arrangement exists, covering most of Pueblo County and some libraries outside the county. It is based on the South Central Board of Cooperative Educational Services existing delivery system. In addition to the South Central BOCES stops, there are links for School Districts #60 and #70, Pueblo Library District, and Pikes Peak BOCES. Stops are made weekly, so requests are not sent by courier.

Courier links between the University of Southern Colorado, Pueblo Library District, Pueblo Community College, and Arkansas Valley aid in the delivery of materials.

First class mail in Pueblo is slow because it all goes to Colorado Springs for sorting. Parcel post is exceedingly slow.

G. RESOURCE SHARING: OTHER

A reciprocal borrowing agreement has been developed by Arkansas Valley and signed by a number of libraries which honor each other's library cards. Books can be returned by mail which is very slow. Pueblo Library District has not signed the agreement because there is no guarantee of payment for lost materials, and there is no reciprocal borrowing reimbursement.

H. CONTINUING EDUCATION

Consultation in the field is necessary to encourage members to use interlibrary loan and to teach interlibrary loan procedures. Telephone consultation is also available to members, but the discontinuance of the 800 number due to budget constraints has made this service unavailable to some libraries. Training for patron interviewing and basic reference for small libraries have been covered at retreats, which also serve as a forum for WREN users. There is a column devoted to ILL written by the ILL librarian in each issue of the system newsletter. A collection of professional materials housed in the system office can be used. Interlibrary loan workshops were conducted in 1985. Distances are a real problem in providing workshops. The system director tries to visit new librarians within their first few months on the job. Training for special projects, such as Health Help, afforded an opportunity to talk about ILL. There is an ILL procedure manual for members' use. Major ILL providers meet twice a year for an update, automation discussion, and problem solving.

The ILL librarian and the ILL assistant often attend the Colorado Interlibrary Loan Workshop. The ILL librarian goes to the Colorado Library Association annual conference, too, with the regional system paying the expenses for both of these meetings. Membership in the Colorado and American Library Associations is paid for by the system. BCR workshops have provided some training. Professional reading and visits to other regions and libraries are encouraged.

I. PROBLEMS AND CONCERNS EXPRESSED DURING SITE VISIT

Collections:

- Need to borrow non-print materials

Resource Sharing: Interlibrary Loan:

Bibliographic Access:

- The Colorado Union Catalog is needed for small libraries, but several do not own microfiche readers
- Funding for telecommunications to dial into CARL and IRVING is needed
- A link is needed so Ft. Collins, Jefferson County, and Loveland Public Libraries and Pueblo Library District can search each other's databases (all on Pueblo system)
- More libraries would benefit by being online to Pueblo Library District
- Need better bibliographic access to libraries besides Pueblo Library District
- Connection to University of Southern Colorado, which will be on Dynix, is needed for system office

Verification/Location:

- More reference tools in the office would be helpful
- Database searching would speed up verification process

Resource Center:

- Pueblo Library District needs more funding and staff to serve as a resource center - Payment for Lending is not enough
- The Colorado Resource Center is too slow

Transmission:

- WATS line for system needs to be funded
- More libraries need to use WREN, particularly schools
- WREN should operate on IBM equipment too

Reference Referral:

- Libraries need more encouragement to ask reference questions
- Promotional materials and help needed for ILL in small communities
- The hours to telephone the Colorado Resource Center do not match the hours small community libraries are open

Document Delivery:

- Document delivery is exceedingly slow
- Funding needed to start the courier for document delivery with a link to Pikes Peak Library District

Resource Sharing: Other:

- Statewide reciprocal borrowing should be instituted with compensation for lenders

Continuing Education:

- Need more staff to provide one-to-one consultation for small, isolated libraries

CENTRAL COLORADO LIBRARY SYSTEM

A. SITE VISIT

Date: February 11, 1988

System Office

Gordon Barhydt, Director
Judy Zelenski, Assistant Director
George Reed, Automation Consultant

Interlibrary Loan Office located at the University of Colorado at Boulder

Peggy Jobe, Central Colorado Interlibrary Loan Librarian
Diana Anderson, Library Technician and Head of Lending at the University of Colorado at Boulder.

B. SYSTEM DESCRIPTION

The Central Colorado Library System, headquartered in Wheat Ridge, with interlibrary loan located at the University of Colorado at Boulder (UCB), serves libraries in eight central counties covering 5,045 square miles with a population of 1,790,406.

Membership consists of:

Academic libraries	13	
Public libraries	19	
School districts	20	
Special libraries	56	
Total	108	(including Associate members)

Major programs are interlibrary loan, courier, reciprocal borrowing, consulting, and continuing education.

Central Colorado has by far the most population and the least area of any of the library systems. Most libraries can be reached from the Central Colorado headquarters within an hour, and with some exceptions, telephone calls are not long distance. Denver, the largest city in the state, contains the state capital as well as the city/county government. A number of regional Federal offices are located there as are many businesses and some industry. The major cultural institutions are found in Denver. There is diversity in the ethnic and racial background of residents where Asian, Black, Caucasian, Hispanic, and Native American people are all represented. Though Central Colorado is largely urban, there are still rural areas with small libraries. Many of the larger public libraries and school media centers are located in Central Colorado as well as the largest number of academic institutions. Special libraries are well represented in Central Colorado. Most libraries are headed by librarians with an M.L.S. or media degree. The University of Colorado at Boulder and the Denver Public Library are the largest libraries of their type in the state.

C. COLLECTIONS

The urban character and dense population of Central Colorado make for large tax bases which fund excellent collections in many of the libraries. Local libraries have a decided emphasis on meeting the needs of local clientele while realizing that no collection is ever good enough to meet all those needs. There is generally a strong commitment to resource sharing among libraries. Materials budgets are often the target of funder's cuts, so there is a constant effort to keep purchases in line with demands.

Library resources are varied in Central Colorado. There are two major resource centers: the Denver Public Library (2,144,999 volumes) in its role as the Colorado Resource Center and the University of Colorado at Boulder (2,146,136 volumes, 13,755 currently received serials, 1,033,108 microforms). The major medical library in the state, the University of Colorado Health Sciences Center, is located in Denver. Good Federal and other special libraries are to be found in the Denver area. Schools tend to have excellent collections. Many libraries in Central Colorado serve as major lenders.

D. RESOURCE SHARING: INTERLIBRARY LOAN

The policy of Central Colorado offers the member libraries a choice of sending an author/title, verified and located ILL request directly to the lending library or sending author/title and subject requests either to the Denver Public Library, acting as the Colorado Resource Center, or UCB. Libraries make a choice based on their own bibliographic tools, arrangements with similar libraries, and the differences in the collections and services of Denver Public Library and UCB. The description of the Denver Public Library is contained in the Colorado Resource Center site visit, so subsequent information pertains only to the Central Colorado funded interlibrary loan office at the University of Colorado at Boulder.

Requests for print materials are accepted and are processed keeping the Colorado Interlibrary Loan Code, 1986, and the National Interlibrary Loan Code, 1980, in mind.

The Central Colorado ILL office, which began service in 1984, does not refer requests. For referrals, libraries apply to the Colorado Resource Center for "No Stop DPL" service.

Interlibrary loan activity for the Central Colorado interlibrary loan office for FY 1987 was as follows:

Requests processed by the system		10,366
Requests unfilled	2,358	
Requests filled at UCB including verifications and locations provided	9,263	

Participation in ILL is high. Many libraries have microcomputers and modems which allow CARL and IRVING searching. CARL, through a menu choice, gives access to MARMOT and Pikes Peak Library District. For most libraries, there are no long-distance charges, and the Central System pays for a dial-up port to IRVING. Busy ports for both databases make such searching difficult at

times. A majority of the OCLC ILL subsystem and Group Access users are found in Central Colorado. Some smaller libraries use the Colorado Union Catalog (microfiche). Despite the large amount of direct borrowing and requests that go to the Colorado Resource Center, most of the libraries in Central Colorado make use of the Central Colorado ILL office located at UCB for more difficult requests.

Verification/Location is accomplished by first trying to fill the requests from the collections of UCB. Failing this, online catalogs are searched: OCLC and CARL. A useful tool for the verification of conference proceedings is often consulted: Index of Conference Proceedings Received, published by the British Library Document Supply Centre. An enormous variety of national and individual bibliographies may be checked. The Colorado Union Catalog (microfiche) is examined occasionally for errors in submitting a request. IRVING is not searched, nor is MARMOT (no global search), because of the time involved to perform searches on those databases. The National Union Catalog in its entirety, including the Register of Additional Locations and the subject portions, is often consulted.

For serials, searching a large number of periodical abstracting and indexing tools leads to clarification of bibliographic information. Then serials titles themselves are tracked in OCLC (including union lists), the Union List of Serials, New Serial Titles, and individual serial catalogs - some on microfiche and some in paper form. Central Colorado has produced union lists of the cultural institutions and of a number of public libraries which are helpful. The Colorado Council of Medical Librarians Journal Locator shows locations for medical titles.

Searching online reference databases using DIALOG gives the ILL librarian a chance to correct bibliographic information and narrow in on subjects quickly. LC MARC, Books in Print, and ERIC are commonly used files.

Finding government publications in Government Reports Announcements and Index and the Monthly Catalog of United States Government Publications gives good access to the regional depository collection held at UCB. United Nations and foreign government publications can also be found using the reference tools which pertain to those collections at UCB.

Statistics are compiled manually from the daily log.

The resource center referred to here is the University of Colorado at Boulder which has the broadest and most comprehensive library collections in the state. Of particular interest is the large number of serial titles held, the strong collections in science and technology, the extensive government publications housed on miles of shelves, and the Special and Western Historical Collections. From these materials author/title requests are filed for libraries all over the state, including many for Central Colorado. Thirty pages of free photocopy are provided per request for Colorado libraries. The Central Colorado ILL office expedites requests from member libraries to ensure that 24 hour turnaround time is maintained. Payment for Lending money is received.

An informal agreement exists between Central Colorado and UCB. The university provides space, furniture, overhead, day-to-day supervision, and retrieval and processing of author/title requests. Central Colorado pays for the staff, parking, supplies, telephone, travel, database searching, and a minimal amount for supervision and for OCLC use. An excellent working relationship exists. No formal relationship is maintained between Central Colorado and the Colorado Resource Center, though the staffs cooperate on continuing education endeavors.

Transmission of requests to the Central Colorado ILL office is by OCLC, courier and U.S. Postal Service (ALA and system subject forms), and telephone for rushes. The Round Robin is a special microcomputer-based ILL project sponsored by Central Colroado whereby eight public libraries send ther ILL requests to each other, but unfilled items are not forwarded to the Central Colorado ILL office or the Colorado Resource Center. A group of medical libraries also have an electronic method of sending requests among themselves. IRVING maintains an ILL component for its members.

The staff consists of an M.L.S. librarian who is assisted by student clerical help. There is constant interaction with the ILL staff of UCB, benefiting both. Negative responses are not returned until the Central Colorado ILL librarian has a chance to review the work done on the request. Central Colorado and UCB both have detailed procedure manuals.

The ILL librarian attends the Colorado Interlibrary Loan Workshop, the Colorado Library Association and the American Library Association annual conferences at regional system expense. She has just been appointed a member of the ALA Reference and Adult Services Division ILL Committee.

E. REFERENCE REFERRAL

Subject requests are filled by the Central Colorado ILL librarian using the tools and methods described earlier in Verification/Location. Telephone calls are made to member libraries to help clarify subject requests. Emphasis is placed on sending exactly what the patron wants. Sometimes an agency, such as an association or a Federal office, is called for information.

The reference questions coming into the Central Colorado ILL office are answered. No referral of subject or reference questions is made to the Colorado Resource Center. Reference queries of walk-in and call-in non-university library patrons, though plentiful, are not tabulated.

F. DOCUMENT DELIVERY

Central Colorado gives high priority to fast and dependable document delivery. Electronic transmission of requests and an efficient courier system make this possible for a number of member libraries. If the ILL request is put into OCLC one day and processed the next, then the courier can deliver the item the third or fourth day - depending on the courier routes of the borrower and the lender. Once location is established, patrons can also drive to the library owning the material. Telephoned rushes which are placed on the next courier (often the same day) have a predictable arrival time because of the tightly timed courier stops. U.S. Postal Service delivers materials in a few days, depending on processing loads, and the United Parcel Service can be used effectively.

G. RESOURCE SHARING: OTHER

There is a formal reciprocal borrowing program among public libraries for which reimbursement is made. Reimbursement in 1986, $69,868, was made with the local libraries contributing half the amount and Central Colorado allocating the other half. A number of libraries honor the library cards of each other's patrons, some with a formal agreement and some without.

H. CONTINUING EDUCATION

Instruction on how to use ILL is contained in the pamphlet, "CCLS Interlibrary Loan Program". The Central Colorado ILL librarian gives consultation over the telephone on how to fill out forms and on any other ILL matter needing attention. She visits libraries to give individual instruction. Each year an ILL workshop is presented jointly with the manager of the Colorado Resource Center ILL office. The Central Colorado automation consultant often deals with ILL matters during his workshops and visits as well.

I. PROBLEMS AND CONCERNS EXPRESSED DURING THE SITE VISIT

Resource Sharing: Interlibrary Loan:

Bibliographic access:
- Ability to search RLIN would be helpful to Central Colorado
- Access to serials is a problem

Verification/Location:
- Need to know the holdings of Federal libraries
- IRVING global search would speed up access
- Automated systems may not be able to handle increasing volume of searching and ILL

Reference Referral:
- Unfilled requests at the University of Colorado at Boulder should be sent to the Colorado Resource Center and vice versa.

Resource Sharing: Other
- A statewide borrower's card is needed
- Reciprocal borrowing costs should be absorbed by individual libraries.

Continuing Education:
- Need instruction on CARL searching techniques
- Guidelines for basic ILL training would be useful
- A self-help ILL workbook could be beneficial for training purposes

Funding:
- Large automated systems should be compensated for giving access to non-member libraries
- Resource sharing money should be distributed to a number of large libraries
- Cost of searching online reference databases and online catalogs is a major consideration for some libraries

HIGH PLAINS REGIONAL LIBRARY SERVICE SYSTEM

A. SITE VISIT

Dates: February 8-9, 1988

System Offices
Nancy Knepel, Director
Beth Hager, Assistant Director

Interlibrary Loan Office:
Maggie Witwer, Interlibrary Loan Librarian
Jane Bateman, Interlibrary Loan Assistant
Judy Smith, Interlibrary Loan Clerk

Weld Library District
Luella Kinnison, Director

B. SYSTEM DESCRIPTION

The High Plains Regional Library Service System, headquartered in Greeley, serves libraries in nine northeastern counties, covering 18,013 square miles with a population of 373,303.

Membership consists of:

Academic libraries	6
Public libraries	33
School districts	40
Special libraries and BOCES	9
Total	88

Major programs are interlibrary loan, courier, continuing education, consulting, and school programming.

Kansas, Nebraska, and Wyoming form part of the boundaries of High Plains in which are found a section of Rocky Mountain National Park, national grasslands, the drainage of the South Platte River, and productive farm and ranch country. The largest migrant population works here. Greeley is the largest city in the system. It was preceded by the Union Colony containing one of the earliest irrigation projects in this part of Colorado. Greeley is the home of the University of Northern Colorado, while Ft. Collins is the site of Colorado State University, the second largest in the state. Outside of the urban areas in the vicinity of I-25, communities are small and isolated having both school and public libraries without many resources. Only the largest libraries have librarians with M.L.S. degrees, and not all the school media centers have certified staff.

C. COLLECTIONS

Larger communities mean that some libraries in High Plains have adequate collections. The smaller libraries have basic or inadequate collections for

their needs. There has been instruction on subject area collection development as well as some tutelage in the area of reference tools. Weeding has been addressed, and a program has been presented on collection development for school media centers. Weld Library District and Greeley Public Library, located in the same community, have been working on the development of complementary collections. Libraries are urged to purchase items which have been requested on ILL three or more times.

The major resource library for High Plains is Weld Library District (379,948 volumes), located in Greeley. The University of Northern Colorado (520,283 volumes) and Colorado State University (1,544,118 volumes) lend great strength to the resources of the system.

D. RESOURCE SHARING: INTERLIBRARY LOAN

The policy is to accept all author/title and subject requests. Guidance is given to borrowers in the procedure manual, Interlibrary Loan, as to what might actually be available, e.g. very new books, phonorecords, and mass-market paperbacks. Libraries within the region are queried before going to other libraries in the state, and requests are processed in accordance with the Colorado Interlibrary Loan Code, 1986 and the National Interlibrary Loan Code, 1980.

Interlibrary loan activity for FY 1987 was as follows:

Requests processed by the system			13,142
Requests unfilled		455	
Requests placed		12,687	
Filled at Weld Library District	6,303		
Referred in High Plains	1,905		
Referred in Colorado	2,021		
Sent to CRC	2,357		
Sent out of state	101		

Participation in regional system ILL service excludes Colorado State University, an RLIN and OCLC user, and the University of Northern Colorado, an OCLC user, both of which borrow and lend directly. Some larger public libraries, such as Ft. Collins and Loveland, send author/title requests directly some of the time, but subject requests are sent to the system. Other libraries use the system ILL office for all requests.

Verification/Location is accomplished first by making every effort to satisfy ILL requests at Weld Library District where 50% of all requests are filled. The Colorado Union Catalog (microfiche) is searched for Colorado locations, particularly those which might be found in High Plains. CARL is checked next for verification and location purposes as is the Denver Public Library microfiche. Books in Print, Cumulative Book Index, and others are examined before requests are forwarded to the Colorado Resource Center. Periodical article requests for materials cited in Readers' Guide to Periodical Literature can usually be filled from the Weld Library District collections. Paper serials lists of individual libraries are searched. Occasionally, periodical indexes are used at the University of Northern Colorado. Serials requests not located are sent to the Colorado Resource Center. OCLC and IRVING

are not searched. Some years of the National Union Catalog are used. The system locator file is no longer maintained or used. Except when very busy, most author/title requests are filled at Weld County Public Library or sent on within 24 to 48 hours.

No database searching is available to the system either for member libraries or ILL searching, although referrals are made to the University of Northern Colorado which will perform searches for a fee for walk-in or call-in library patrons.

The resource center for High Plains is Weld Library District. The recent change to a library district will improve funding, particularly for automation. The local automated circulation system does not have enough capacity, so a contract was signed with Dynix in December for circulation and an online catalog. Greeley Public Library will cooperate with this project. At first, the online catalog will have only author and title search capabilities until the existing records can be upgraded to include the possibility of a subject search. Seventy-five ports are planned for High Plains' libraries to use. In the future, there may be other Dynix libraries in High Plains. Weld Library District uses Payment for Lending money to purchase adult non-fiction, a collection on which the library concentrates.

There is no contract between High Plains and Weld Library District but rather an understanding. All High Plains ILL operations are performed at Weld Library District. The District provides space (ILL and courier), overhead, and local telephone, and shares the cost of postage and a copier with High Plains. The latter processes Weld Library District ILL requests. High Plains pulls items from the shelves, photocopies, circulates, wraps, and mails or sends on the courier.

The Colorado Resource Center is depended upon for verification/location of requests, particularly those requiring OCLC. This service is deemed very important to High Plains. "No Stop DPL" is generally used for out-of-state requests.

Transmission of requests into the ILL office is by U.S. Postal Service (ALA and system forms), EASYLINK (ten libraries), and telephone for rushes. The courier serves most libraries daily, the University of Northern Colorado twice daily, and others twice each week. EASYLINK is used for sending requests to the Colorado Resource Center and receiving replies. ALA forms are sent out to all libraries except the Colorado Resource Center, either by U.S. Postal Service or courier.

The ILL staff is headed by an M.L.S. librarian who manages the resource sharing activities. Helping her is the ILL assistant, and during the school year, an ILL clerk. The system director provides supervision. Interlibrary Loans is a manual designed for member libraries, and the information about sending requests via electronic mail is particularly helpful. Office procedures are documented.

E. REFERENCE REFERRAL

The ILL librarian fills subject requests by using the reference and general collections of the Weld Library District. Sometimes subject requests are

changed into author/title requests by using a "word" search on CARL or a subject search of the Colorado Union Catalog. The Colorado Resource Center fills some of the subjects forwarded to them for High Plains libraries, although the response time may be between three and six weeks. Sometimes telephone calls for information are made to the Colorado Resource Center. There is no distinction made between subject requests and reference questions. Through Weld County, a WATS line call can be made anywhere in Colorado, so occasionally another library or other agency is queried for the answer to a reference question. The ILL office cannot process subject requests with 24 hours when it is deluged with such requests during the height of the school term-paper season. There is no way to tell how many libraries or library patrons call the reference desks at the larger libraries, such as Weld Library District, Colorado State University and the University of Northern Colorado.

F. DOCUMENT DELIVERY

The courier operated by High Plains serves 144 libraries (some in cooperation with the Weld and South Platte Valley BOCES) and six non-members with a total of 87 stops per week, moving 62,000 pieces per year. A connection is made every day with one of the Central Colorado routes, and there is a Wyoming link to Cheyenne and Laramie. With connecting couriers, it is possible to send material from the University of Wyoming in Laramie to the Pikes Peak Library District in Colorado Springs. Reliable delivery, usually faster then the U.S. Postal Service, is assured. For non-courier libraries, the U.S. Postal Service is employed. There have been no particular complaints about slow delivery.

G. RESOURCE SHARING: OTHER

There is no formal reciprocal borrowing in High Plains. Weld Library District will issue a library card to anyone in the High Plains area, and some other libraries are using borrowing agreements.

H. CONTINUING EDUCATION

The detailed manual for member libraries, Interlibrary Loans, has good information on procedures to be followed. A six-page document is also available on sending ILL requests via electronic mail. Members may telephone the ILL office on a WATS line between 2 and 4 p.m. for advice, and sometimes a visit is made to an individual library to offer assistance. County library meetings have been held as an educational and problem solving forum for a number of topics. ILL instruction is given every other year at the retreat. In addition, a professional collection is maintained at the system office which is available for loan. Professional Collection, an author catalog with a subject index, was published in 1987. An interesting part of the collection is computer software which may be borrowed. The High Plains newsletter sometimes has information about ILL.

Continuing education for the ILL librarian and assistant is found at the Colorado Library Association and the Colorado Interlibrary Loan Workshop. The ILL librarian participates as a member of the Colorado ILL Committee which plans and presents this workshop. The ILL librarian does not go to the American Library Association annual conference.

I. PROBLEMS AND CONCERNS EXPRESSED DURING THE SITE VISIT

Collections:
- Need to borrow AV materials
- Currency of resource center non-fiction is essential

Resource Sharings: Interlibrary Loan:

Bibliographic access
- The Colorado Union Catalog, in some form, is needed for small libraries. An online replacement with an 800 number?
- All libraries with machine-readable records should be included in one database
- CARL should have global search and include serials

Verification/Location:
- OCLC in the Interlibrary Loan Office would be helpful for High Plains searching
- Database searching would be helpful for High Plains verification purposes

Resource Centers:
- An academic resource center should be used, especially one with strong science collections
- Libraries should go direct, if able, using online links

Transmission:
- Long distance charges determine use
- A link is needed so Ft. Collins, Jefferson County and Loveland Public Libraries and the Pueblo Library District can search each other's databases (all on Pueblo system)

Staff:
- A continuing education event for system ILL people should be offered at the Colorado ILL Workshop or the Colorado Library Association annual conference

Reference Referral:
- More High Plains staff needed to process subject requests in a timely manner
- The Colorado Resource Center should have an 800 number so small libraries can call

Document Delivery:
- Document delivery needs to be as good as bibliographic access

Continuing Education:
- Need far more consultation and continuing education, particularly in the area of automation

Funding:
- System formula for funding does not reflect technological needs
- Payment for Lending should make payment closer to actual lending costs.

PATHFINDER REGIONAL LIBRARY SERVICE SYSTEM

A. SITE VISIT

Dates: February 29 - March 1, 1988

System Office
John Campbell, Director

Reference Service:
Susan Hartman, Technical Services Librarian
Vicky Gilbert, Reference Assistant
Linda Ciavonne, OCLC Assistant

MARMOT Project
Jayne Hunt, Project Director

Mesa County Public Library
Linda O'Connell, Director
Terry Pickens
Marje McKinney
Ruby Millett

Mesa State College Library
Charles Hendrickson, Director
Barbara Borst, Periodicals and Interlibrary Loan Librarian

Montrose Public Library
Zee Dee Kinkle, Director

B. SYSTEM DESCRIPTION

The Pathfinder Regional Library Service System, headquartered in Montrose with the reference center and cataloging located in Grand Junction, serves libraries in seven western counties covering 12,790 square miles with a population of 160,658.

Membership consists of:

Academic libraries	2
Public libraries	11
School districts	13
Special libraries	8
Total	34

Major programs are interlibrary loan, cataloging, retrospective conversion, continuing education, and consulting.

Pathfinder is a land of ranches, fruit growing, mining, spectacular mountain passes, and the largest city on the Western Slope, Grand Junction (population 31,900). Hinsdale County, part of Pathfinder, is the most sparsely populated county in Colorado. Following a uranium and energy boom and bust in

the past, the area is now awaiting economic recovery. Pathfinder is blessed with two four-year colleges, several large school districts, and a major public library, all of which exhibit good interlibrary cooperation. Most librarians in the region work hard to help each other.

C. COLLECTIONS:

Book budgets are small in the Pathfinder Library System. Some smaller libraries and school media centers have minimal budgets to cover purchases for a year. Reference collections in these libraries tend to be minimal and out of date. Collection development workshops and special training at the annual retreat have not had much impact due to the lack of funds for purchasing books. The major resource library for Pathfinder is the Mesa County Public Library (248,510 volumes), located in Grand Junction. Mesa State College Library (126,239 volumes) and Western State College Library (109,850) are also generous with loans to system members.

D. RESOURCE SHARING: INTERLIBRARY LOAN

The policy is to accept author/title and subject requests for print materials. Requests for materials published within the last six months are referred only within the system. The small libraries, not being able to verify citations because of lack of tools and lack of equipment and/or funds to dial up MARMOT, submit their requests with the knowledge that the Pathfinder reference center is ready to assist them in identifying the citation and placing the request with a lending library. The Colorado Interlibrary Loan Code, 1986 and the National Interlibrary Loan Code, 1980 are part of the ILL policy.

Interlibrary loan activity for FY 1987 was as follows:

Requests processed by the system			8,363
Requests unfilled		710	
Requests placed		7,764	
Filled at Mesa County P.L.	2,157		
Referred in Pathfinder	1,788		
Referred in Colorado	2,191		
Sent to CRC	540		
Sent out of state	1,088		

Participation in regional system ILL service excludes the two academic libraries, Mesa State College and Western State College, which do their own borrowing and lending. All public libraries use Pathfinder ILL services. Mesa County Public Library does some of its own ILL while sending the rest through the system. School district use of this service tends to be made by the high school libraries and the more remote middle schools. Some schools do not use ILL at all. Special libraries tend to manage their own borrowing and lending. The Veterans Administration Medical Center Library and the for-profit St. Mary's Hospital Medical Library help Pathfinder to fill medical requests. Though dial-up access to MARMOT is available, most libraries do not use it because of lack of equipment and/or cost.

Verification/Location of requested materials is first done in the Pathfinder reference center by consulting the Mesa County Public Library records appearing on MARMOT. Retrospective conversion has largely been done for this library as well as for most of the other public libraries in the region. Later, the shelves at Mesa County Public Library are checked for newer items. Next MARMOT is searched for records of libraries within the region and then for libraries on the Western Slope. After that, CARL is examined for Denver Public Library, the University of Colorado at Boulder, the University of Northern Colorado, and other libraries. OCLC is used last, selecting Colorado locations before going out of state. The National Union Catalog is not available. Pikes Peak Library District (mounted on CARL) has not been used much in the past. The Colorado Union Catalog (microfiche) is rarely used because it is too old, although it does allow one "look up" instead of checking each library's database (MARMOT, CARL). The region locator file (OCLC cataloging and cataloging on cards before OCLC) is sometimes used but will be discontinued when MARMOT is current. Other tools, such as Books in Print (now on CD-ROM) and Forthcoming Books in Print, may be of help. Most author/title requests are sent on within 24 hours.

Serials are searched in the individual paper catalogs of Mesa County Public Library, Mesa State College Library, and Western State College Library. Other serials catalogs of individual libraries, such as the Denver Public Library and the University of Colorado at Boulder, may be searched, as well as the Western Colorado Union List of Serials. OCLC is consulted when necessary, including the union lists. CARL serials (microfiche) may be searched, although it is very old. Government documents not in the Mesa State College Library collection or the Mesa County Public Library Collection, are sent to the Colorado Resource Center, Denver Public Library being one of the two regional depositories in the state. Sometimes the CARL government documents database is checked (Denver Public Library and University of Colorado at Boulder).

The Pathfinder reference center provides database searching using DIALOG for ERIC and occasionally, Psych Info. and other databases. Three or four searches are done each month. Having ERIC on CD-ROM would be helpful so that the searching charges would not have to be passed on to the member libraries.

Statistics are compiled using Bookpath Software.

Mesa County Public Library serves as a resource center for the Pathfinder Library System. In fact, Mesa County Public Library is the largest public library in the entire Western Slope. It is a selective U.S. government documents depository and a Colorado government documents depository since 1981. Twenty pages of photocopy are provided free per request. Years ago, the Colorado State Library stationed a librarian in Grand Junction to aid resource sharing efforts on the Western Slope. This service was discontinued when the regional library service systems were formed. Materials are retrieved from Mesa County Public Library by Pathfinder staff. Photocopying, processing forms, and mailings are done by Mesa County people. Mesa County catalogs on OCLC as part of the Pathfinder processing center. Payment for Lending money is received.

Mesa State College Library, an important lending source for Pathfinder and an OCLC library, has experienced exponential growth in interlibrary lending. Better bibliographic access is the reason for this growth. In 1981, 70 loans were made per month, while so far in 1988, 425 loans (75% books, 25% photocopy) have been made. Funding to augment interlibrary loan staff is badly needed.

The Colorado Resource Center is occasionally sent unverified requests in the hope that they can be filled, but further verification is not requested. "No Stop DPL" is not used because many locations are available at the Pathfinder reference center via OCLC.

Transmission into the Pathfinder reference center is by Bookpath (13 public libraries including branches but excluding Mesa County Public Library) U.S. Postal Service (ALA and system forms), telephone (mostly schools), and OCLC. Since the system symbol for the processing center is used for OCLC cataloging and not that of the individual library, the office must find out which of its libraries owns the material (MARMOT or locator file) in order to refer requests. OCLC requests can come from any library using the OCLC interlibrary loan subsystem, in or out of state. All incoming requests are added to Bookpath for statistical purposes and for transmission to a Bookpath library or production of ALA interlibrary loan request forms which are sent to all non-Bookpath libraries including the Colorado Resource Center. Soon the Colorado Resource Center should have the capability of receiving requests directly from Pathfinder and Bookpath with a microcomputer to microcomputer connection. Requests are not exchanged via Bookpath with the Three Rivers Regional Library Service System. EASYLINK has not been used for the past year and one-half because it proved to be unreliable. The OCLC interlibrary loan subsystem is not used to send requests because of the cost and the problem with updating OCLC records for loans to remote libraries.

The staff is headed by an M.L.S. librarian who manages the resource sharing activities. Helping her is a reference assistant. A third employee is the OCLC assistant. Detailed Bookpath instructions do not exist. Cross-training is done among these three reference center employees.

E. REFERENCE REFERRAL

The Technical Services Librarian fills the difficult subject requests in one to three days. Easy to fill subject requests are completed by the ILL Assistant in twenty-four hours. A distinction is not made between subject requests and reference questions. Some of the latter are filled from the small reference collection in the office. Answers are sent via the U.S. Postal Service and not over Bookpath. Subjects are searched using the resources of Mesa County Public Library. Sometimes a trip is made to Mesa State College Library or to the professional library for the Mesa County Valley School District to fill a subject request. Occasionally, the Veterans Administration Medical Center Library helps with medical requests. Unfilled subject requests are forwarded to the Colorado Resource Center. Statistics on questions asked by walk-in and call-in non-Mesa County residents are not kept.

F. DOCUMENT DELIVERY

The U.S. Postal Service is used for document delivery. First class delivery is very good and parcel post is satisfactory for libraries sending materials within the region. Parcel post from outside the region is deemed to be too slow. There is no formal courier employed because of the distances involved coupled with the lack of enough traffic and the cost.

G. RESOURCE SHARING: OTHER

There is no formal reciprocal borrowing, however, all public libraries loan to each other's patrons. Mesa County Public Library is now loaning to all MARMOT territory library users - the users in the three Western Slope regional library service systems. Mesa County Public Library allows school teachers to select materials from the shelves for extended classroom use. Extended loans are made to the Veterans Administration Hospital for patient use. Some libraries give bulk loans for schools which sometimes stifles local collection development.

H. CONTINUING EDUCATION

Until recently, staff turnover in the member libraries has been slight. With an increase in new librarians, an occasional on-site visit will be made either by the system director or the technical services librarian. Such a visit affords an opportunity for teaching ILL procedures. Five pages of instructions are to be found in the 1988 Directory of Services and Membership as a reminder of ILL procedures for those who use the service. Telephone consultation by an 800 number is available at the reference center. The Pathfinder newsletter is not used for ILL information or instruction. There is usually something given about ILL at retreats. Although a specific ILL workshop has not been offered recently, one is planned for the fall. The "Interlibrary Loan Guidelines" adopted by Three Rivers may be adopted by Pathfinder and serve as an impetus for the fall workshop.

Continuing education for the staff (technical services librarian and reference assistant) is gained from the Colorado Interlibrary Loan Workshop. The technical services librarian participates as a member of the Colorado ILL Committee which plans and presents this workshop. She also attends the Colorado Library Association annual conference and that of the Colorado Educational Media Association. She does not go to the American Library Association annual conference.

I. PROBLEMS AND CONCERNS EXPRESSED DURING THE SITE VISIT

Collections:

- Delta, Gunnison, and Montrose school media center holdings need to be added to MARMOT
- Law requests are hard to find

Resource Sharing: Interlibrary Loan:

Bibliographic access:
- MARMOT global search is needed soon so each library does not have to be searched separately
- The Colorado Union Catalog is too old and should not be produced again. Depend on online systems?

Verification/Location:
- ILL is very important to small libraries which cannot help themselves
- System ILL statistics are mounted on Bookpath; a change in format would be difficult

Resource Centers:
- Mesa County Public Library should be funded as a regional resource center for the Western Slope
- ILL statistics from net lenders should be collected at state level only
- Performance standards need to be enforced at the Colorado Resource Center, particularly turnaround time
- Subject requests are not always filled appropriately at the Colorado Resource Center

Transmission:
- ILL subsystem for MARMOT is needed now
- Compatibility of MARMOT and CARL electronic mail systems is necessary

Staff:
- Quality of work goes down as quantity goes up
- More staff at Pathfinder reference center would diminish turnaround time for subject requests

Reference referral:
- An 800 number is needed at the Colorado Resource Center for libraries to request answers to reference questions
- Librarians need more encouragement to ask reference questions

Document delivery:
- Document delivery is perceived as being too slow for the library patron
- Telefacsimile transmission to the Western Slope would be beneficial

Continuing Education:
- More staff at the Pathfinder reference center would give the technical services librarian time to consult and to work on continuing education events.

PLAINS AND PEAKS REGIONAL LIBRARY SERVICE SYSTEM

A. SITE VISIT

Dates: February 3-4, 1988

System Office
Mary Jeanne Owen, Director
Michelle Stiles, Administrative Assistant

Interlibrary Loan Office
Dave Doman, Interlibrary Loan Representative
Cheryl Valdes, Interlibrary Loan Staff

Pikes Peak Library District
Brenda Hawley, Associate Director for Technical Services

University of Colorado at Colorado Springs
Leslie Manning, Director
Christina Martinez, Head of User Services and Circulation
Laurie Williams, Interlibrary Loan Assistant

B. SYSTEM DESCRIPTION

The Plains and Peaks Regional Library Service System, headquartered in Colorado Springs, serves libraries in five counties, covering 9,239 square miles with a population of 383,037.

The membership consists of:

Academic libraries	3
Public Libraries	10
School districts	28
Special libraries including state institutions and BOCES	11
Total	52
Associates	9

Major programs are interlibrary loan (including PPRLNET), courier, reciprocal borrowing, continuing education, and consulting.

Plains and Peaks is aptly named with farm and ranch country to the east and mountains to the west, including Pikes Peak, perhaps the most famous mountain in the state. El Paso County is the home of over 90% of the population for the entire system. El Paso County's chief city, Colorado Springs (279,314 population), is the second largest in the state. William Jackson Palmer and the Denver and Rio Grande Railway saw the beginnings of Colorado Springs, in 1871. Since then, growth has come as a result of gold mining at Cripple Creek and Victor, industry, tourism, educational institutions, and the military. Outside of communities clustered around I-25, population is very sparse. Libraries in El Paso County have adequate to excellent resources and staff.

while the smaller, more rural libraries have very few resources and no professional library staff. Schools are active, but some school administrators do not appreciate the importance of school media centers.

C. COLLECTIONS

The inequality of resources is great in Plains and Peaks with good collections in El Paso County and poorer ones in the remaining four counties. Considerable attention has been given to collection development and weeding in the past few years. An instruction topic has been basic reference collections. Plains and Peaks produces a media catalog listing 600 films, filmstrips, video and slide-tape productions which are available for loan from member libraries. There is a database of special collections in Plains and Peaks libraries which was printed for distribution in 1987.

The major resource library for Plains and Peaks is Pikes Peak Library District (489,496 volumes), located in Colorado Springs. The University of Colorado at Colorado Springs (186,897 volumes), the Air Force Academy, and Colorado College are also important lenders for the system.

D. RESOURCE SHARING: INTERLIBRARY LOAN

The policy is to accept all author/title and subject requests for print materials. There are no restrictions placed on what may be requested other than a suggestion that some materials may be non-circulating. The Plains and Peaks' Interlibrary Loan Handbook states as policy parts of the Colorado Interlibrary Loan Code, 1986 and the National Interlibrary Loan Code, 1980.

Interlibrary loan activity for FY 1987 was as follows:

Requests processed by system		14,620
Requests unfilled	1,730	
Requests placed	12,890	
Filled at Pikes Peak Library District	6,872	
Referred in Plains and Peaks	3,230	
Referred in Colorado	1,141	
Sent to CRC	889	
Sent out of state	758	

Participation in regional system ILL service excludes the Air Force Academy, University of Colorado at Colorado Springs, and Colorado College, all OCLC members which borrow and lend directly. Other system members submit their requests to the Plains and Peaks ILL office located at Pikes Peak Library District, the site of the major public library collection for the system.

Verification/Location is done by first checking everything in the Pikes Peak Library District online catalog. Nearly all of the records for the collection have been converted to machine readable form and entered in the online catalog. Next, a search is made of CARL, which is on the public access catalog menu; no dial-up is necessary. For requests that are still unfilled, the Colorado Union Catalog (microfiche) is examined. MARMOT is sometimes checked. Some of the National Union Catalog is available for searching, and

the Air Force Academy Library will look in the Pre '56 volumes upon request. American Book Publishing Record yields a Library of Congress card number which can then be checked in the Register of Additional Locations (microfiche), should that be necessary. As a last resort, OCLC is searched at the University of Colorado at Colorado Springs where 1 1/2 hours of terminal time are alloted to Plains and Peaks each week.

Periodical article requests, which cannot be filled at Pikes Peak Library District, are searched in individual paper serials catalogs, the CARL serials microfiche, and the Western Colorado Union List of Serials. Occasionally, New Serials Titles is consulted. Periodical indexes at the University of Colorado at Colorado Springs are searched when necessary. The system locator file has been abandoned. IRVING is not searched. Lack of enough staff to handle the requests sometimes slows the response time.

Some school districts do database searching, but this service is not available for system members or for ILL staff verification purposes.

Statistics are compiled using Bookpath software.

In the "Evaluation of System Programs - 1987", ILL was rated behind the courier as the second most valuable system service. Twenty-seven members were satisfied with the total ILL turnaround time, while 11 were not. Thirty-five claimed they got what they wanted, but two were not satisfied.

The resource center for Plains and Peaks is Pikes Peak Library District. About 60% of the ILL requests are filled from this library. There has long been a contract between the library and Plains and Peaks for the provision of ILL and courier service. Pikes Peak Library District hires and supervises the staff under the terms of the contract. The ILL representative verifies and places the borrowing requests for Pikes Peak Library District with the occasional help of the reference staff. The ILL representative oversees all the ILL for Plains and Peaks, supervises the courier, and manages the mail services. Good support for ILL service is found in the directors, boards, and staff of both agencies. Payment for Lending money is received.

The University of Colorado at Colorado Springs adds an important dimension to ILL because of the nature of its reference and general collections and the OCLC terminal time made available to Plains and Peaks. Scheduled to come up on Dynix soon, Plains and Peaks would benefit from the ability to search the university database from the ILL office.

Author/title requests identified as being in the Colorado Resource Center collections are forwarded. Requests for further verification and location work and "No Stop DPL" are not used due to the extensive collection of tools available in the Pikes Peak Library District.

Transmission of requests into the office is by U.S. Postal Service (ALA and system forms), courier (ALA and system forms), PS Mail, and telephone. PPRLNET (51 libraries and media centers) allows members to search the Pikes Peak Library District online catalog with its connections to CARL and MARMOT, and to transmit ILL requests to the ILL office via PS Mail, the electronic mail system of Pikes Peak Library District's local automated system. There is a WATS line

available for bibliographic searching and PS Mail (11:00 a.m.-2:30 p.m., 7:00-9:00 p.m.). Local users have separate lines for these purposes. The ILL office can be telephoned on a WATS line between 2:30 and 3:30 p.m. to ask for help or to submit requests.

ILL requests can be sent out using PS Mail; the Air Force Academy, Colorado College, and University of Colorado at Colorado Springs are among those which can be reached. EASYLINK is used to send requests to the Colorado Resource Center and the University of Colorado at Boulder. Bookpath is employed to print out ALA forms, for file management, and for statistical purposes. The ALA forms may be sent by courier or the U.S. Postal Service.

The staff is headed by a person with an M.S. in geography and considerable experience in ILL. He manages both ILL and courier operations for Plains and Peaks. He received the Esther Snyder citation for excellence in resource sharing in 1988. Helping him is an ILL staff person. There is no office procedure manual, although there are certain tasks for which written instructions exist.

E. REFERENCE REFERRAL

System members are urged to use a "word" search of the Pikes Peak Library District online catalog in an attempt to satisfy subject requests. Those which are not changed to author/title requests, are forwarded to the ILL office for filling from the Pikes Peak Library District collection. A telephone call will be made to the requesting library for subject clarification purposes if the call is not a long-distance one. A few more difficult subject requests are forwarded to the Colorado Resource Center.

Reference questions will be answered within 24 hours of receipt at the ILL office, if the answer can be found at Pikes Peak Library District. Reference questions concerning library matters coming into the system office are answered immediately or a consulting visit is arranged. Statistics on questions asked by walk-in and call-in non-Pikes Peak Library District people are not kept.

F. DOCUMENT DELIVERY

The courier operated by Plains and Peaks serves 34 subscribers through connections to Pikes Peak and East Central BOCES, totaling 48 agencies. There are considerably more stops during the school year as school media centers take advantage of the service. A connection is made every day with one of the Central Colorado couriers. With connecting couriers it is possible to send material from Plains and Peaks to all the Central Colorado and High Plains stops and on to Laramie and Cheyenne in Wyoming. Reliable delivery, usually faster than the U.S. Postal Service, is assured. The only problem seems to be the timing of the Central Colorado connection. For non-courier libraries, the U.S. Postal Service is employed. Some members are not satisfied with the total turnaround time for ILL.

G. RESOURCE SHARING: OTHER

There are several resource sharing activities other than ILL in Plains and Peaks. The system maintains rotating collections of books drawn from a stock of 6,000 to supplement collections in ten small libraries. A formal reciprocal borrowing program exists for which reimbursement is made. There were 29,225 transactions in 1986. Recently an agreement for reciprocal borrowing was reached between Douglas County Public Library in Central Colorado and Elbert County Library in Plains and Peaks. Peoplefile is an automated human resource talent bank maintained by Plains and Peaks. The people listed have expertise in various fields other than library science. Peoplefile: A Directory of Human Resources was published and distributed to members in 1987.

H. CONTINUING EDUCATION

The manual for member libraries, Interlibrary Loan Handbook, has information and examples of how ILL should be done. Members may telephone on a WATS line for advice during the specified hour each day. Since PPRLNET is still new and growing, there is extensive training given by the ILL representative to members as each one begins to use the online searching and PS Mail. The ILL representative consults with individual libraries as necessary. County library meetings have been held as a vehicle for information about Plains and Peaks services, among other topics. ILL information appears in memos, in the system newsletter, and at the retreat.

Continuing education for the ILL representative occurs at the Colorado ILL Workshop and the Colorado Library Association annual conference. The American Library Association annual conference is sometimes attended.

I. PROBLEMS AND CONCERNS EXPRESSED DURING THE SITE VISITS

Collections:

- Need wider lending of non-print materials
- State money for collections in local libraries and resource centers is highly desirable
- Pikes Peak Library District records should be on OCLC for good resource sharing

Resource Sharing: Interlibrary Loan:

Bibliographic access

- The Colorado Union Catalog is used by small libraries with no online access
- Would like online access to bibliographic records of Ft. Collins, Jefferson County, Loveland, and Pueblo Library District (all on Pueblo system)
- Would like online access to bibliographic records of the Air Force Academy, University of Colorado at Colorado Springs, and Pikes Peak Community College (all on OCLC)
- CARL should include all serials
- Would like Books in Print mounted on PPRLNET for members to search online

Verification/Location:
- OCLC is needed for routine Plains and Peaks searching (This would solve some of the access problems listed above)
- Database searching would be helpful for Plains and Peaks verification purposes

Resource Center:
- Payment for Lending should more nearly approximate costs
- All statewide statistics should be coordinated and standardized

Transmission:
- Electronic mail connection to CARL libraries needed
- More PPRLNET connect time for member libraries desirable

Staff
- More staff is needed for quick ILL processing

Document Delivery:
- Telefacsimile needed in some areas
- Courier connection to Pueblo needed
- Courier connection to Central Colorado needs to be improved

Resource Sharing: Other:
- A statewide library card would be useful

Continuing Education:
- Both small and large libraries constantly need continuing education
- A library school is needed in Colorado
- High school student use of online catalogs should be part of their education

Funding:
- Telecommunications charges are difficult for all to pay
- Health Sciences Center should receive Payment for Lending to reduce their charges to other libraries.

SOUTHWEST REGIONAL LIBRARY SERVICE SYSTEM

A. SITE VISIT

Dates: March 3--4, 1988

System Office
Jane Ulrich, Director
Becky Padilla, Cataloger
Anne Seaman, Resource Coordinator/Consultant
Sandra Todeschi, Interlibrary Loan Clerk

Durango Public Library
Dan Brassell, Director
Christie Bradford, Interlibrary Loan

Ft. Lewis College Library
Dan Lester, Director
Brenda Bailey, Head of Public Services
Barbara Jaques, Interlibrary Loan Assistant

B. SYSTEM DESCRIPTION

The Southwest Regional Library Service System, headquartered in Durango, serves libraries in 11 southwestern counties covering 14,738 square miles with a population of 95,609, the smallest of the systems in population.

Membership consists of:

Academic libraries	2
Public libraries	15
School districts	21
Special libraries	8
Total	46

Major programs are consulting and continuing education, centralized cataloging, retrospective conversion, and interlibrary loan.

Special characteristics in Southwest include the lack of an interstate highway, Wolf Creek Pass (10,850 ft.) which divides the San Luis Valley from the San Juan Basin, and Mancos Hill, which separates the most western part of Southwest from the San Juan Basin. Much of the land is covered by national forests and notable high mountains. Tourism is an important income source. Poorly funded libraries are found with most public libraries receiving county equalization funds. Few libraries are managed by people with M.L.S. degrees. Service-oriented librarians are the rule, so system participation is good. There is a trend to take advantage of technology to promote self-sufficiency. Cooperation with other Western Slope regions is expected.

C. COLLECTIONS

Very restricted book budgets make for limited collections in a majority of the libraries in Southwest. Local libraries need to buy more materials to meet their current needs, but the funds are not there. Collection analysis was done in about ten libraries by the former system director in 1983, though no final report was issued. Collection development workshops and collection mapping for schools have been done recently, as has a workshop on basic reference tools and services. Durango Public Library normally buys any item with a current copyright date that a patron requests.

The major resource libraries for Southwest are the Durango Public Library (76,898 volumes) and Ft. Lewis College Library (159,047 volumes), also in Durango. Adams State College Library also contributes significantly to resource sharing in the Southwest.

D. RESOURCE SHARING: INTERLIBRARY LOAN

The policy is to accept any request except for very new materials which are not yet cataloged for use. Work is done in accordance with the Colorado Interlibrary Loan Code, 1986.

Interlibrary loan activity for FY 1987 was as follows:

Requests processed by the system			9,960
Requests unfilled		2,071	
Requests placed		7,889	
Filled at Durango Public and Ft. Lewis College	1,627		
Referred in Southwest	1,945		
Referred in Colorado	2,656		
Sent to CRC	461		
Sent out of state	1,200		

Thirty-nine libraries or school districts use interlibrary loan service. Participation in regional system ILL service excludes the two academic libraries which do their own borrowing and lending. Other libraries in the region ask for help with verification, location, and referral of requests. A few local libraries use the Colorado Union Catalog, some have Books in Print, but not all, and most cannot dial up online bibliographic databases because of lack of equipment and funds for telecommunications charges.

Verification/Location of requested materials is done by consulting these online tools: MARMOT, OCLC, and CARL (a menu item on MARMOT). CARL is particularly helpful for locating government documents. IRVING is not searched, and Pikes Peak Library District is not often used. For older material, the Colorado Union Catalog (microfiche) is occasionally consulted. The National Union Catalog is not available. The Western Colorado Union List of Serials is a first place to look for periodical holdings, while OCLC is used for those which are more difficult to find. Some individual libraries' serials catalogs are examined. The system locator file (newer items on disk and older ones on catalog cards) is used to identify items in Southwest libraries. Most requests are processed in 24 to 48 hours, but others may take three days because of the schedule of visits to resource libraries.

Database searching, such as ERIC, is available to users through Ft. Lewis College Library for the cost of the search. Southwest does not use this method for verification.

Two libraries serve as resource centers for Southwest: Durango Public Library and Ft. Lewis College Library, both located in Durango. They process any requests received directly from borrowing libraries. The system ILL librarian travels to each library to work on subject requests and to pull materials from the shelf for Southwest libraries which are then processed and mailed by the resource libraries. Both libraries are net lenders and claim Payment for Lending money. Some school libraries ask Durango Public Library directly for materials from their collection. Ft. Lewis College Library has an arrangement whereby the use of their OCLC terminals is shared with Southwest. All Southwest OCLC work must be done there at the college since Southwest does not have a terminal of its own. To help in building the MARMOT database, Ft. Lewis College has an LSCA grant for retrospective conversion for several Southwest libraries.

Author/title requests which are located at the Colorado Resource Center are forwarded. Requests for further verification and location of holdings are sometimes sent, and "No Stop DPL" is used. Questions about ILL are readily answered by the Colorado Resource Center.

Twenty-eight libraries or school districts used the film service in 1987. Traffic included 1,044 requests filled, 266 unfilled, totaling 1,310 requests processed. Films are booked 30 days in advance for member libraries. Some send requests on MILN, some on system film forms and some by telephone. A Southwest catalog of the six libraries loaning films, Southwest Film Library Cooperative Film Catalog, helps with the selection. Southwest attends to overdues and trouble shooting in addition to the initial booking and confirmation. The service is used mostly by schools, although public libraries tend to take advantage of it in the summer.

Summary statistics are produced from figures previously entered on a spread sheet.

Transmission of requests into the system office is by U.S. Postal Service (ALA and system forms), MILN (15 libraries), telephone, and OCLC. Since the system symbol for the processing center is used for OCLC cataloging rather than that of the individual library, the office must find out which of its libraries owns the material (locator file) in order to refer the requests. OCLC requests can come from any library using the OCLC ILL subsystem, in or out of state. A telephone call is made to see if an OCLC requested item is available for loan. This referral is a burden to the system but contributes in a general way to interlibrary cooperation.

All requests being referred are entered into MILN which then sends the requests electronically to MILN users and generates ALA forms for other libraries. The ALA forms are mailed the next morning. Due to cost, the OCLC ILL subsystem is used only for rush requests. EASYLINK was dropped because of expense and difficulty in use.

The staff is headed by a part-time M.L.S. librarian who handles reference questions, compiles statistics, and oversees the resource sharing activities. All routine ILL work is done by the cataloger, and an ILL clerk who spends much of her time with the film ILL service. An office ILL procedure manual has just been completed using word processing software.

E. REFERENCE REFERRAL

The ILL librarian fills subject requests by using the reference and general collections at Durango Public Library and Ft. Lewis College Library. Reference librarians may be consulted at these libraries. If subject requests are still unfilled, an attempt is made to turn them into author/title requests by searching MARMOT or CARL using a "word" search. Occasionally advice is sought from the Interlibrary Loan Office at the Colorado Resource Center. As a last resort, a subject request will be sent to the Colorado Resource Center, although it was felt by all that the success and satisfaction rate was not great using this procedure. There was no distinction made between subject and reference requests.

F. DOCUMENT DELIVERY

The U.S. Postal Service is used for document delivery. First class delivery is satisfactory and sometimes very good, but parcel post delivery is very slow, especially for Durango. The Durango Public Library, a major supplier for the libraries in the region, sends out interlibrary loan materials twice each week (except for rushes) because of staff shortages and to save postage. The Southwest ILL librarian acts as an informal courier as she travels to the two major lending libraries to do her work. There is no formal courier. Films are sent by United Parcel Service with the system paying the fee and those libraries getting Payment for Lending money reimbursing the system. Document delivery is slow. Telefacsimile has been discussed, but the volume of requests for periodical literature is low.

G. RESOURCE SHARING: OTHER

There is some informal reciprocal borrowing among Southwest members. Lending patterns vary widely, for example, Ft. Lewis College Library issues a borrowing card to any Colorado resident while Durango Public Library only serves people living in the area from which its funding comes.

H. CONTINUING EDUCATION

New members to Southwest are given a packet of materials and contacted about system services. There is an old ILL procedure manual for members which is now out of date due to recent changes in procedures. There are directions for submitting a request in the 1988 Directory of Members and Services. Both the director and the ILL librarian answer questions about procedures over the telephone. A consultation will be made upon request, although the volume of work in the office sometimes makes this hard to accomplish. Information about ILL is offered at system retreats. A workshop on ILL is planned for the fall.

The former, full-time ILL librarian learned most from talking with her counterparts in other systems. This opportunity arises at the Colorado Library Association annual conference and the Colorado Interlibrary Loan Workshop. She did not go to the American Library Association annual conference due to lack of funds.

I. PROBLEMS AND CONCERNS EXPRESSED DURING THE SITE VISIT

Collections:

- Local libraries need direct aid for collection development
- Proceedings and children's books are hard to borrow

Resource Sharing: Interlibrary Loan:

Bibliographic access

- The Colorado Union Catalog is too old and should not be produced on microfiche again. Another format, CD-ROM? Dial up to major databases subsidized?
- Serials are not well controlled in current bibliographic tools
- More school collections need to go onto MARMOT
- Need access to and ability to borrow audio-visual materials, videos, teaching materials, and other non-print items
- Holdings of all libraries in the region should be converted because some of each library is unique

Verification/Location:

- ILL is very important to small libraries which are without a way to help themselves

Transmission:

- MARMOT ILL subsystem needed soon
- Libraries, which are able, need to send ILL requests directly to the lending library rather than to the system
- Frequent use of the OCLC ILL subsystem would speed requests

Document Delivery:

- Document delivery is perceived as being too slow for the library patron

Continuing Education:

- It is costly to have three workshops on each topic, which are needed because of geography
- Those who need the information most often do not or cannot attend workshops - consultation is needed
- Patron interviews in small libraries are a problem
- There needs to be a regular continuing education event just for regional system ILL librarians

THREE RIVERS REGIONAL LIBRARY SERVICE SYSTEM

A. SITE VISIT

Dates: January 31 - February 1, 1988

System Office
Sandra Scott, Director
Clara B. McDowell, Technical Services Librarian
Judie Touchette, Interlibrary Loan Assistant

Basalt Regional Library
Jean Winkler, Director

B. SYSTEM DESCRIPTION

The Three Rivers Regional Library Service System, headquartered in Glenwood Springs, serves libraries in ten northwestern counties covering 20,445 square miles with a population of 122,148.

Membership consists of:

Academic libraries	4
Public libraries	15
School districts	16
Special libraries	4
Total	39

Major programs are interlibrary loan, cataloging, retrospective conversion, continuing education, and consulting.

Three Rivers contains many ski areas (among them Aspen and Vail), more than three rivers, mountains, wide-open spaces, ranches, mining, oil and gas fields, and small communities - none larger than 10,000 in population. This region has the second largest area of the seven. There is a declining economic base. Collections (the largest public library in number of titles is Pitkin County with 58,910) and library staffs are small. More than half of the public libraries are headed by librarians with M.L.S. degrees. Resort libraries have fluctuating populations, patrons with an advanced level of education, and are in communities with a high cost of living. Great demands for materials are placed upon these libraries. School library collections vary considerably in adequacy.

C. COLLECTIONS

The resource center for Three Rivers was Garfield County Public Library, before the system office moved from New Castle to Glenwood Springs, a distance of eleven miles. Garfield County Public Library, with a headquarters library in New Castle, also has branches in five communities in the county. Collections in the branches range from 6,321 to 39,540 volumes. The branch in Glenwood Springs has a collection of 18,566 volumes. Three Rivers does not have a resource center but looks upon all the libraries in the system as resources. Twelve of the libraries have totally converted their records, and

about one-third of the requests are referred within Three Rivers. The Colorado Mountain College, Spring Valley campus library, near Glenwood Springs, is generous in lending materials to system members. Collection development has been addressed at retreats and at the ILL workshops held this year, although some libraries are hampered in their collection development by limited book budgets.

D. RESOURCE SHARING: INTERLIBRARY LOAN

The policy for Three Rivers is contained in the newly adopted "Interlibrary Loan Guidelines," which is based upon the National Interlibrary Loan Code, 1986 and the National Interlibrary Loan Code, 1980. The "Guidelines" contain sections on collection development, the patron interview and using local resources, common procedures, and a recommendation that libraries channel interlibrary loan requests through the system office rather than going directly to the lending library. In addition to the "Guidelines", there is a Three Rivers policy of sending requests to Three Rivers libraries first, Western Slope libraries second, the rest of Colorado, and then out of state. No mass market paperback fiction, either adult or juvenile, is referred out of state.

Interlibrary loan activity for FY 1987 was as follows:

Requests processed by the system			14,861
Requests unfilled		1,118	
Requests placed		13,743	
Referred in Three Rivers	5,165		
Referred in Colorado	6,327		
Sent to CRC	874		
Sent out of state	1,377		

Participation in Three Rivers ILL is the greatest in Colorado due to knowledgeable librarians and lack of major resources. Most libraries in Three Rivers, including the four community college campuses, use the system office ILL services and are encouraged to do so in the "Guidelines". There is little direct borrowing. The high school libraries are the heaviest users of ILL among the schools. Garfield County Public Library is the most active ILL user among public libraries, placing close to 3,000 requests. Pitkin County Library and Summit County Library are also active participants, each placing over 900 requests per year.

Verification/Location of requested materials is first directed toward finding materials within Three Rivers. With OCLC, Three Rivers does the only online cataloging within the system (with the exception of an OCLC terminal at the Garfield County Public Library headquarters). The records of more than forty libraries are included in MARMOT, and six member libraries, for which Three Rivers catalogs, have their own database on MARMOT. To fill an ILL request, MARMOT is searched first looking for Three Rivers and then Western Slope locations. The Three Rivers locator file covers materials from 1985 to the present, however, due to the current tape loading schedule for MARMOT, no new OCLC cards are being added; non-OCLC cards continue to be filed. Materials prior to 1985 have already been put into MARMOT. Requests still not found are checked on CARL and the Pikes Peak Library District online catalog. Lastly, OCLC is examined for items published from 1988 on and those requests as yet not identified. Colorado locations are chosen before out-of-state ones. IRVING is not searched. The National Union Catalog is not available. The Colorado Union

Catalog (microfiche) is occasionally searched for older materials and serials. The Western Colorado Union List of Serials is checked for serial titles as are a number of individual paper serials catalogs. OCLC is used for serials identification and holdings but the union lists mounted on OCLC are not searched. CARL serials microfiche is not owned. Most requests are sent on within 24 hours.

Three Rivers provides database searching of ERIC, though not many are done. Some libraries, especially schools, have their own database searching service. Colorado Mountain College, Spring Valley campus, will conduct searches for Garfield County residents. Database searching is not used by Three Rivers for verification purposes.

Statistics are compiled using Bookpath software.

All the libraries in Three Rivers are used as a resource center with Pitkin County, Summit County, Vail, and Colorado Mountain College, Spring Valley campus, supplying the most loans.

The Colorado Resource Center is used when Denver Public Library is identified as owning the material (on CARL or OCLC) or if no other Colorado location can be found. Author/title, subject, and reference requests are sent, but requests for further verification and location of holdings are not forwarded.

Transmission into the Three Rivers office is by Bookpath (30 libraries have microcomputer hardware and software), U.S. Postal Service (ALA and system forms), telephone, and OCLC. Bookpath comes in on a system 800 number. Only those requests which can be supplied from the professional collection in the Three Rivers office are filled on the OCLC ILL subsystem. All other OCLC requests for Three Rivers libraries are rejected. Requests coming by mail, however, are forwarded to the member library which holds the material. All incoming requests received on Three Rivers ILL forms are added to Bookpath for statistical purposes and for transmission to a Bookpath library or production of ALA forms which are sent to all non-Bookpath libraries. Requests are not exchanged with Pathfinder which also uses Bookpath. The OCLC ILL subsystem is not used to send requests because of the cost and the problem with updating loan records for remote libraries. The number of libraries for which cataloging is provided is a consideration here.

The staff is headed by an M.L.S. librarian who manages resource sharing activities. Helping her is an ILL assistant. There is no office procedure manual as such, however, there is a detailed Bookpath manual.

E. REFERENCE REFERRAL

Sometimes an effort is made to turn subject requests into author/title requests using a "word" search on MARMOT and CARL. Some of the local libraries do the same thing using MARMOT or the Colorado Union Catalog. A distinction is not made between subject requests and reference questions. The only subjects filled in Three Rivers office are those which can be satisfied by using the professional collection or by using the small reference collection which Three Rivers owns. Unfilled subject and reference requests, which have not been

turned into author/title requests, are forwarded to the Colorado Resource Center. Complaints of rudeness and lack of response to reference questions asked of the Colorado Resource Center have been made. Some libraries call each other in an attempt to answer reference questions.

F. DOCUMENT DELIVERY

The U.S. Postal Service is used for document delivery. Some first class mail is delivered overnight in Three Rivers and between Glenwood Springs and other Western Slope communities. Parcel post delivery can be slow from the Western Slope and the rest of the state as well. There is no formal courier due to vast distances and the cost.

G. RESOURCE SHARING: OTHER

Many system members honor the library cards of other system members. Serving people from nearby counties or communities is prevalent. Returning books to the owning library is occasionally a problem. There are no reciprocal borrowing payments.

H. CONTINUING EDUCATION

Three workshops (72 individuals attended) were conducted recently to discuss ILL in general and the newly-adopted "Interlibrary Loan Guidelines" in particular. Basic reference collections and service has been the topic of previous workshops. Some continuing education on ILL occurs at the retreat, and the system newsletter is occasionally used for information on ILL. Questions are answered at the Three Rivers office, especially Bookpath operation questions now that the consultant has completed his contract for training the libraries. Consultation is offered by the system director and the technical services librarian.

The technical services librarian attends the Colorado Interlibrary Loan Workshop annually. She also goes to the Colorado Library Association and Colorado Educational Media Association annual conferences but not the American Library Association annual conference.

I. PROBLEMS AND CONCERNS EXPRESSED DURING THE SITE VISIT

Collections:

- Medical requests cost too much for patrons
- Genealogy requests are hard to fill
- ILL has impeded collection development, particularly in schools
- Need access to and ability to borrow audio-visual, video, teaching, and other non-print materials

Resource Sharing: Interlibrary Loan:

Bibliographic access

- Need union list of serials of larger Western Slope libraries on MARMOT
- MARMOT global search is needed soon so each library does not have to be searched separately

Verification/Location

- Small libraries lacking trained staff will always need system help with ILL

Resource Center:

- Subject requests not always filled appropriately by the Colorado Resource Center
- The Colorado Resource Center takes too long to fill requests
- There is no central accountability at the Colorado Resource Center when problems arise

Transmission:

- Interface between Bookpath and MARMOT is needed

Funding:

- Telecommunication costs are too great for some libraries to dial up MARMOT

Continuing Education:

- Continuing education becoming greatest need because of the isolation of libraries
- Continuing education for Three Rivers ILL staff would be beneficial

COLORADO RESOURCE CENTER

A. SITE VISIT

NOTE: Only the ILL portion of Denver Public Library's Colorado Resource Center (CRC) operation was visited. Therefore, the site visit report addresses primarily that activity of the CRC. Information included regarding the reference service provided by the CRC is taken from documentation, not from interviews or observation.

Date: March 23, 1988

ILL Staff and Responsibilities:

Ed Volz, Manager
- management of the ILL operation; processing of subject requests

Susan Pattison, Senior Librarian (since promoted and replaced by Mary Alderfer)
- assistance to the manager (in charge in his abscence); processing of borrowing requests

Marvell Lawson, Senior Librarian
- processing of No-Stop lending requests

Helen Watts, Administrative Clerk
- processing lending requests from Central Colorado and CARL libraries

Ruth Everett, Administrative Clerk
- processing lending requests from other 6 regional systems, corporate libraries, and out-of-state

Paula Busey, Librarian
- floater used to assist with clearing backlogs; currently half-time processing borrowing requests and half-time processing 6 regional system lending requests; long-term assigment half-time processing borrowing requests and half-time processing subject requests

Dora Mitchell, Clerk III
- retrieval and photocopying; microform copying

Esther Coffey, Clerk/Typist II
- general clerical assistance to borrowing

B. DESCRIPTION

Under contract to the Colorado State Library, the Denver Public Library (DPL) acts as the Colorado Resource Center (CRC). In general, the role outlined for DPL as the CRC includes two basic services: back-up reference referral for libraries in the state and "library-of-last-resort" for ILL requests in the ILL referral structure based on the seven Regional Library Service Systems. Summarizing the contract for 1987/88, DPL's major CRC responsibilities are as follows:

1) Interlibrary loan service to all libraries in the Colorado, which includes transmission by telephone, U.S. Postal Service, courier, or terminal; citation by author, title, or subject; and request compliance with the Colorado Interlibrary Loan Code 1986;

2)No-Stop service which includes bibliographic verification and location identification for requests not filled from the DPL collection, providing other in-state locations for the requesting library, or transmission of the request outside the state using OCLC, if no in-state locations can be found;

3) DPL membership in Western Union's EasyLink electronic mail system for the transmission of ILL requests between the seven regional systems and DPL;

4) Reference service to Colorado libraries, including receiving reference questions by telephone, letter, or terminal, and sending materials or photocopy as appropriate;

5) Reference service to Colorado residents who visit DPL's Central Library;

6) Workshops to provide Colorado librarians with training in ILL practices and advanced techniques, as well as in reference skills and the defining of reference queries.

In fulfilling its CRC responsibilities, DPL reported the following statistics for 1987:

Interlibrary Loan

		Fill Rate
Requests Received	24,426	
Requests Filled	13,144	53.8%
Books Sent	11,089	
Pages Photocopy Sent	19,615	
Author/Title Requests Received	22,705	
Author/Title Request Sent	11,737	51.7%
Subject Requests Received	1,738	
Subject Requests Filled	1,386	79.7%
Requests Verified	7,363	
Locations Provided	5,930	

Reference Service (based on sampling survey)

	Walk-in	Telephone	Total
Transactions Completed	170,252	128,316	289,567
Transactions Redirected	19,309	19,592	38,901
Transactions Not Completed	10,643	9,019	19,662
Totals	200,204	156,926	357,130
Fill Rate	85%	81.8%	83.6%

Of the walk-in reference service: 191,767 transactions are for Metro Denver residents, 3,548 for other Colorado residents, and 4,889 for outside Colorado.

Of the telephone reference service: 140,635 are for Metro Denver residents, 1,889 for other Colorado residents, and 14,402 for outside Colorado.

C. COLLECTION

Denver Public Library reported in its annual statistics for 1987 that its holdings include 2,144,999 volumes (including print, microform, and audio materials). An additional 1.6 million volumes of government publications are also held. DPL has a typical large urban public library collection with a combination of popular reading materials and subject depth, including business, science, technology, humanities, and social sciences. Collections of special note include the Western History Collection, patents, and a periodical collection of 4,000 subscriptions. As part of its ILL services, DPL uses the holdings of it 21 branches.

D. INTERLIBRARY LOAN

Policies

DPL loans all available materials with the exception of non-circulating items such as reference and rare materials, and audiovisual materials. The ILL Department follows the Colorado Interlibrary Loan Code, 1986 and the National Interlibrary Loan Code, 1980. It has an agreement with CARL libraries to provide 24-hour turnaround time. OCLC imposes a turnaround time of four days. All other requests are processed as quickly as possible. Because of staffing and time constraints, out-of-state requests are given low priority, with in-state CRC requests being processed first. This often means that out-of-state requests, particularly on OCLC, are never even attempted. They are usually given a "no" response, unless DPL's symbol is the last one in the lender string. DPL levies the following charges for in-state lending:

CARL members: 31+ pages of photocopy - $0.10 per exposure
Regional system members: 11+ pages of photocopy - $0.10 per exposure
Corporate libraries: $4.00 per filled book request
$0.50 per page of photocopy
Libraries without a reciprocal service agreement:
Book requests - reciprocal charge to a maximum of $8.00 per filled request
Photocopy - reciprocal charge to a maximum of $6.00 for 10 pages, $0.50 per page thereafter.

Participation

Requests are received from members of the seven regional systems, either directly or by referral from the regional system offices. Central Colorado regional system members send directly. Sometimes when there is a backlog at a regional system office, member libraries will temporarily send directly that do not ordinarily do so. Requests are also received from Colorado libraries which are not regional system members, as well as from out of state. The volumes of out-of-state requests is almost equal to that of in-state requests. DPL is a member of the recently formed OCLC Group Access program consisting primarily of Colorado medical libraries and a few major lenders.

Lending requests are classified as author/title, periodical photocopy, or subject. The quality of requests varies greatly. Partially verified requests are common, such as only author and no title, or vice versa. One word subject requests are not unusual. A large portion of the regional system referral

activity is subject requests. Subject requests that are not within the scope of DPL's collections are rarely received.

Borrowing is done for all DPL cardholders, or for those holding cards from libraries with which DPL has a reciprocal borrowing agreement.

Organization, Staffing & Equipment

The manager of the ILL Department is on a par with other managers of sections at DPL and reports to the director of the Central Library. The budget for the ILL Department is controlled by the Finance Office. CRC funds are separately maintained.

As indicated by the list of staff members and their responsibilities, work is distributed among staff members according to the following divisions: Central Colorado and CARL members, all other Colorado and out-of-state libraries, subjects, No-Stop, and borrowing requests. In addition to the staff already listed, occasionally volunteer time is available (currently 8-12 hours per week), as well as public service time assigned by the court for certain offenses such as DUI (driving under the influence of alcohol). These volunteers and public service workers are primarily used to pull books from the shelves. The staff for the most part have worked in ILL long-term, the longest being 17 years.

The ILL department has two OCLC terminals (Beehive & M300) and the ILL MicroEnhancer software. There is an Apple microcomputer for electronic mail, a CARL PAC terminal, an IRVING network terminal, and a photocopier. Only a few reference materials are actually located in the ILL Department; most are kept in their respective subject locations or in general reference.

Transmission

Requests are received and responded to by U. S. Postal Service, OCLC, telefacsimile, EasyLink, courier, IRVING, and OnTyme. In Colorado, the ALA ILL form is the predominant method by which requests are sent to the CRC. The use of EasyLink is required by the CRC contract, and was selected by the State Library for use by the regional systems to refer ILL requests to the CRC. However, only three regional systems (Arkansas Valley, High Plains, and Plains and Peaks) are currently using it. Though DPL had problems with it initially, it has improved. Most requests received from out of state are sent on OCLC. OnTyme is used so rarely now that it is not checked everyday. Very few requests are received by phone. CARL E-mail is now loaded, but ILL use has not yet been determined. As requests come in, by whatever means, they are distributed to staff according to their responsibilities. Rush requests are given first priority status.

Processing

For Author/Title requests, verification/location usually follows these steps:

1) If an item has already been verified by the regional system or the library and contains a call number (and this is often the case), it is simply rechecked on CARL by the volunteer and pulled from the shelves.

2) CARL is checked first for unverified requests. OCLC is not checked first because it is used so heavily by the borrowing operation. IRVING is not used for verification.

3) If an item has a publication date preceding 1977, the old main card catalog is checked.

If not found in any of the above locations, it is assumed that that the item is not owned by DPL, and it becomes a No-Stop request. However, No-Stop service is only used if specifically requested. If not requested, the item is returned as unfilled. Though this is technically the specified procedure, in practice other locations are often sent with the unfilled requests, even if No-Stop service has not been requested.

No-Stop service primarily involves checking the OCLC database for other locations, for items not owned by DPL. Sometimes other standard sources such as the National Union Catalog and Books in Print are also checked. If Colorado locations are found, the request is returned to the library with the locations indicated. If there are no Colorado locations but there are out-of-state locations, the request is placed on the OCLC ILL subsystem. In the case of requests placed on OCLC, two copies of the OCLC transaction record are sent to the library with the "Date Received" and the "Date Returned" fields highlighted. As the library receives and subsequently returns the loan, a copy of each transaction record is sent to DPL with the appropriate field completed so that DPL can update the record on OCLC. DPL staff indicated "surprisingly few" problems with this method. The use of No-Stop various with each regional system, depending primarily on the tools available to each. No-Stop is mostly used by High Plains and Central Colorado; their activity accounts for an estimated 95% of the No-Stop requests. Some regional systems (Arkansas Valley and Plains and Peaks) just use that portion of the No-Stop service which provides other Colorado locations.

Unless otherwise specified, holds are placed for items that are currently checked out, and the library is notified that the hold has been placed. If the request specifies that a hold should not be placed, the library is notified that the item is in use. Holds are systemwide for DPL, so the item may potentially be supplied by a branch. Branch collections are used to fill requests; a branch may have books not owned by, or which are missing at, the Central Library.

The processing of subject requests potentially involves using every tool and subject expert in the library, far too numerous to mention by name. But the usual first step is to do a word search on CARL to ascertain if there is anything appropriate in DPL's collections. After that, the search could take one of many possible directions; as many as a thousand tools are used on a regular basis. Most requests can be answered usually by supplying a book or photocopy. Online reference database searching may be used if manual efforts are unsuccessful. A searching specialist (outside the ILL department) actually executes the search. If an extensive search is needed, a note is sent back to the patron that a cost may be incurred. For subject requests, clarification calls are rarely made because of time constraints. Satisfaction with materials provided is difficult to ascertain. There is little feedback, and what there is, is mostly positive. Complaints are rarely received. At certain times the

bulk of subject requests coming in are for school assignments. Since the implementation of MARMOT, a drop in the number of subject requests has been noted. A three-day turnaround time for processing subject requests in the ILL office is the norm.

Few verification problems are encountered; most of the available reference tools meet DPL's needs. However, a statewide union list of serials would improve the ability to provide service for that type of request, or the CARL serials control system may prove to be the solution to this verification problem. Most verification problems are handled informally by the staff consulting with one another about what further approaches might be used on a request. Though sometimes done, there often is not time for extensive "clean-up" or "detective" work on problem requests. Unfilled Central Colorado requests are not automatically referred to the Central System ILL office. However, when the requests are returned, checking there is suggested. Books not found by volunteers when searching the shelves are rechecked by the regular staff.

Notification of the status of a request is done routinely based on the method by which the request was transmitted. This primarily means sending messages on EasyLink, and updating OCLC daily.

Books are circulated using CARL, usually by the circulation staff. (The CARL system also provides overdue and hold notices.) A patron card is maintained for each library using ILL services. Packing and shipping is done by the mail clerk. Items are sent to the mailroom with the appropriate form/label enclosed. Total turnaround time can vary, from two weeks as the norm to up to four weeks when backlogs occur. Some time delays can be traced to such activities as retrieving from the shelves, photocopying, circulation processing, after the item has been identified. Document delivery is done primarily by courier and U.S. Postal Service. United Parcel Service is used if requested, but this is rare. DPL also uses telefacsimile to send documents, mostly to special libraries in the metropolitan Denver area.

Borrowing activity is initiated from requests taken at the reference desk. The primary verification and transmission tool is OCLC, although other standard tools such as the National Union Catalog, Books in Print, and New Serial Titles are also used. Again, in this portion of the operation, the work load often precludes doing extensive verification that involves "detective" work. Turnaround time in the ILL office is usually between one and several days.

Files & Reports

Separate files are maintained by each staff member of requests, in-process, checked-out, overdues, holds, photocopying and photocopy charges. Each member also keeps tally sheets of statistics that are compiled monthly by the manager. A separate tally sheet is kept for each regional system.

E. REFERENCE REFERRAL

The ILL Department handles all the reference requests coming directly to it in the same manner in which it processes subject requests. The various reference departments answer all reference requests directly received if they are quick-reference. For questions requiring more extensive searching, the

caller is requested to submit an ILL request. When necessary the ILL Department refers subject/reference requests to a subject specialist, approximately 5-10% of the time. The subject specialist will give advice, or sometimes actually provide the information.

(The above describes reference referral activity from the perspective of the ILL department, which sometimes receives such requests directly. However, this is only a very small portion of the CRC reference service. The reference service statistics cited in Section B of this report do not reflect the service provided by the ILL department. These statistics are the reference activity performed by staff of the entire Central Library, both general reference service and those of specialized departments such as business. This reference service is provided both to telephone and walk-in library patrons, a large number of whom are residents of the metropolitan Denver area.)

F. CONTINUING EDUCATION

The ILL Department staff is encouraged to pursue continuing education when possible. Again, time constraints can sometimes discourage this. The manager attends the Colorado Library Association annual conference, the annual Colorado ILL workshop, appropriate BCR workshops, and national conferences now and then. The manager is chair of the Colorado ILL Committee. Other staff sometimes attend the Colorado Library Association and Colorado ILL meetings, and appropriate workshops offered by BCR and Central Colorado.

The manager makes a visit to each regional system every year. He also attempts to go to every regional system retreat, some at which he makes presentations. Occasionally he will participate in additional workshops offered to libraries in a regional system, such as the recent series of ILL workshops offered by Three Rivers. Most of the time, expenses for these activities are covered by CRC funds. He was recently directed by his supervisors to offer the services of various DPL subject experts to come to regional system workshops and/or retreats to make presentations.

G. PROBLEMS/CONCERNS/SUGGESTIONS

- The need for more specific information for subject requests.
This relates partly to the patron interview process at the local library. Training helps because improvement was noted after the series of ILL workshops for Three Rivers. Presently time constraints rarely allow calling the library for clarification. A WATS line would be very helpful for making clarification calls. It is basically a problem of doing reference work third-hand.

- Volume of work drives everything else.
There are too few staff to handle the load. Backlogs often result, particularly when a staff member is absent. Backlogs are an ongoing problem. It is hoped that the new staff member will be able to take up the slack when a staff member is not there in order to avoid backlogs.

- Need more help with retrieving books; has been suggested that shelvers do it rather than the ILL staff.

- More phone lines needed between CARL and IRVING.

- Statewide union list of serials; better serial control/access.

- Uniform/standard ILL form.

- More direct contact with libraries, visits to explain service.

- More exchange of information between the CRC staff and the regional system ILL staff, perhaps a visit to the CRC. Also joint CE efforts, like tours of BCR, CARL, etc.

- A standard uniform manual for regional system members about ILL procedures to be developed by the CRC ILL manager and the regional system ILL librarians, to include a section on how to handle subject requests.

- Need to examine operations to look at a new way of doing things, with a goal of streamlining the operation, paperwork, statistics, files, staffing, equipment requirements, etc.

SURVEY RESULTS

The purpose of the Resource Sharing Study Survey was to broaden the perspective of the Resource Sharing Study by providing information obtained from a variety of libraries in terms of type, size, and situation. The survey was delivered to the same 50 sample libraries for which statistics were compiled. Forty-three of these libraries responded to the survey, although not every library answered every question. The questions in the survey covered the same concerns as those addressed in the site visits. The survey itself and a list of libraries to which it was addressed are found in the appendix. The compilation showing the specific results can be supplied upon request.

The results of the resource sharing survey show that ILL and other resource sharing activities are a vital part of library service in Colorado, especially appreciated by smaller libraries, and that library patrons have few restrictions placed upon their use of those services. The restrictions most often found were refusing to borrow very current imprints and limiting the number of requests which can be placed at one time. In addition, over half of the libraries pass on to the library patron the photocopy charges made by the lending libraries. Other limitations to ILL or other resource sharing activities are few.

Finding materials to fill a library patron's subject request is an important aspect of resource sharing. Ninety-six percent of the respondents thought the materials supplied by the regional system in response to a subject request were satisfactory, and 89% of the respondents were satisfied with similar material supplied by the Denver Public Library, although the response time from Denver Public Library was considered to be too slow.

Other services to the library patron were surveyed. Reciprocal borrowing agreements, where the library patron may borrow in person from another library, were in place for a number of libraries. Books were purchased and added to the collection by some libraries in response to a patron need rather than borrowing through interlibrary loan. An attempt was made also to answer reference questions for which the library itself did not have appropriate sources of information by asking an expert or calling a nearby library. These two methods of obtaining an answer were used by a number of libraries before thinking of forwarding the request to a regional system.

The success of ILL in recent years has raised expectations for library patrons who often request materials not available in their own library and who want those materials delivered quickly. One of the most pressing problems expressed by the libraries was the slowness of processing and delivery. The shortest time from a library submitting a request until the receipt of the document was estimated at three to four days with the average estimated time being 11 to 12 days - not quickly enough for the library patron.

Another significant problem expressed by the libraries was the lack of appropriate, or sufficient, verification tools to do the job effectively. Over half of the libraries use the Colorado Union Catalog (microfiche) with the greatest use being for verification and location of materials and for satisfying subject requests. Three-fourths of the respondents wanted the Colorado Union Catalog brought up to date and continued, but there was no agreement as to format. There was a need expressed for a Colorado union list of serials and for serials held by CARL libraries to be available for searching online. The statistics showed that two books were borrowed for every photocopy request filled.

An underuse of periodical literature is suspected due to lack of appropriate indexes and lack of online reference database searching, for only about one-third of the libraries have this service. The multiplicity of bibliographic databases needed to do a thorough job of verification resulted in the request that the existing databases be linked for more efficient access. Some libraries lamented their inability to find proceedings and government publications quickly and their lack of access to OCLC or to CARL.

Other parts of the ILL process were addressed in the survey. Transmission of ILL requests, a vital part of the process, was accomplished in a wide variety of ways from using the OCLC ILL subsystem to electronic mail systems to microcomputer-based networks to sending paper forms. Electronic transmission of requests was preferred whenever it was available. The ALA ILL request form was used, at least in part, by over one-half of the respondents. Some libraries found it difficult to handle the variety of transmission methods used in Colorado. Seventy-three percent of the respondents send requests directly to the lending library without going through the regional systems. This was true in part because the survey sample contained a number of large libraries which customarily operate in this fashion.

Other questions about the ILL process concerned document delivery. Thirty-six libraries reported that materials were delivered by the U.S. Postal Service; 18 also used a courier. Some lending libraries stated that additional verification was sometimes done to help fill a request. About three-fourths of the respondents made an attempt to fill subject requests coming to them while about two-thirds tried to answer reference questions from another library. There was a strong pattern of borrowing and lending among nearby libraries. The largest libraries of their kind in Colorado, Denver Public Library and the University of Colorado at Boulder, were applied to most often for loans, not counting requests sent to the regional systems. These libraries were also listed by ten and six libraries respectively as libraries to which the most loans were made.

The overall consensus was that the ILL work load was increasing and that staff or equipment to process the requests adequately was lacking. Concern was expressed by the respondents that costs for ILL staff, equipment, telecommunications, postage, and supplies were increasing beyond the library's ability to pay for them. The Payment for Lending program does reimburse lenders for net loans but at a very low rate. Those libraries which receive Payment for Lending money most commonly used it for library operations or acquisitions. The need to increase the amount per net loan to more nearly cover costs was expressed.

Seventy-one percent of the respondents owned microcomputers which were available for ILL use, with 67.6% of them having modems for like use. Only three libraries reported owning telefacsimile equipment. One mentioned an interest in a statewide telefacsimile network to speed communications and document delivery. A wide range of operational restrictions were stated due to telecommunications costs which ultimately limited the services offered to library patrons.

Interlibrary loan and other resource sharing activities are an important and active component of library services in Colorado. The problems facing the delivery of this service were expressed by the respondents to this survey as follows:

1. Processing and delivery time for ILL, both from the borrowing and lending point of view, is too slow to meet library patron needs and expectations.

2. There is frustration at not having appropriate or enough verification tools, e.g., no Colorado union list of serials, no tools for proceedings or government documents verification, no OCLC access, or no access to other online sources such as CARL.

3. The workload is increasing, and there is not enough staff or equipment to process the requests adequately.

4. Costs for staff, equipment, telecommunications, postage, and supplies are increasing, and Payment for Lending is not adequate to compensate for these costs.

A number of suggestions for improving ILL service were made including increasing the amount distributed by the Payment for Lending program, funding for telecommunications costs, providing better verification tools, increasing access to the bibliographic databases which are available, and transmitting more requests electronically to cut down on processing time.

INTERLIBRARY LENDING COST STUDY

The Resource Sharing Study Advisory Committee and the authors discovered that there were no adequate data available on what it costs to loan a book through interlibrary loan in Colorado. In the spring of 1988, agreement was reached to conduct a study of the cost of interlibrary lending and to compare the average cost of a loan with the average reimbursement per loan supplied under the Payment for Lending program to Colorado libraries.

A sample of 26 libraries was chosen. These were either major lenders or smaller libraries of particular importance to a regional library service system. (See Interlibrary Lending Cost Study Participants in the Appendix.) Libraries were selected from all seven regional systems in the state. Thirteen academic libraries, seven public libraries, and one school district, 21 in all, returned data forms. Five libraries did not complete the study. The Denver Public library was excluded because of a separate, on-going study of it as the Colorado Resource Center. In each case, the library supplied information representing its most recent complete year.

The method for finding the cost of interlibrary lending is described in "A Methodology for Determining Costs of Interlibrary Lending," by Stephen P. Dickson and Virginia Boucher.(1) The principles outlined by Philip Rosenberg in Cost Finding for Public Libraries--A Manager's Handbook are followed.(2) Cost finding, described therein, is employed to determine costs for units of service for which no actual accounting data is available.

The major assumptions used in the study are as follows:

1. Lending Only. Only the costs for interlibrary lending are included. The costs for interlibrary borrowing are excluded.

2. Marginal Incremental Costs. The direct, additional costs of interlibrary lending are included but not the costs which would be incurred even if there were no lending. Costs which are excluded from the study include collections, circulation, catalogs, library administration, and overhead.

3. Estimates are okay. Some estimates are accepted in order to keep the methodology simple.

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(1) Stephen P. Dickson and Virginia Boucher, "A Methodology for Determining Costs of Interlibrary Lending" (n.p., n.d.) Photocopy.

(2) Philip Rosenberg, Cost Finding for Public Libraries - A Manager's Handbook (Chicago: American Library Association, 1985)

4. Filled Requests. The cost of processing unfilled loan requests is really a cost of the interlibrary lending activity as a whole and should be reflected in the per transaction cost of processing filled loans.

5. Costs Included. Costs included in the study are staff, network and communications, delivery, photocopy, supplies, maintenance and equipment, training, and supervision. (See Cost of Interlibrary Lending Data Form in the Appendix.)

The results of the study show that 98,421 interlibrary loans made by 21 libraries in Colorado resulted in an overall direct cost to them of $612,792. Libraries tended to underestimate rather than overestimate direct costs, though the biggest expenditure was for staff - usually a documented cost.

TABLE 1 shows:

- The average direct cost for all types of libraries was $6.75.
- The median direct cost for all types of libraries was $6.04.
- The average direct cost for academic libraries was $6.08.
- The average direct cost for public libraries was $7.43.
- The average direct cost for public libraries is greater than the average direct cost for academic libraries.

TABLE 2 shows:

- Within groups of libraries, the larger the volume of requests, the lower the cost per loan (economy of scale).

Money for the Payment for Lending program is appropriated by the Colorado State Legislature from the General Fund and administered by the Colorado State Library. The money reimburses libraries on the basis of net loans, that is, the filled lending transactions minus the filled borrowing transactions for Colorado loans only. The Payment for Lending reimbursement for the past two years is as follows:

1986	
Jan-June	$3.32
July-Dec	3.018
1987	
Jan-June	2.33
July-Dec	2.767

The average payment for the two years was $2.86.

From this data, it can clearly be seen that the average reimbursement for loans, $2.86, falls woefully short of the average direct cost of providing that loan, $6.75.

TABLE 1

Cost of Interlibrary Lending by Type of Library

	Cost per Loan	Average Cost Per Loan	Median Cost Per Loan
Academic libraries (13 reporting)	$ 3.29		
	3.75		
	4.99		
	5.01		
	5.04		
	5.79		
	5.79		
	6.01		
	6.04		
	7.44		
	7.49		
	8.51		
	9.86		
	$ 79.01	$ 6.08	$ 5.79
Public Libraries (7 reporting)	$ 2.86		
	5.32		
	6.85		
	7.92		
	8.32		
	8.81		
	11.93		
	$ 52.01	$ 7.43	$ 7.92
School District (1 reporting)	$ 10.84	$10.84	$10.84
Total of all reporting (21 reporting)	$141.86	$ 6.75	$ 6.04

TABLE 2

Cost of Interlibrary Lending by Volume of Lending Requests

Volume Range	Number of Loans	Cost per Loan	Average Cost per Loan
0-999 (3)	513	$ 3.75	
	530	7.92	
	766	10.84	
		$22.51	$ 7.50
1,000-4,999 (12)	1,574	$11.93	
	1,704	8.51	
	1,862	4.99	
	2,833	8.81	
	2,885	7.44	
	3,002	9.86	
	3,193	2.86	
	3,230	5.04	
	3,265	8.32	
	3,436	5.79	
	3,900	3.29	
	4,021	5.32	
		$82.16	$ 6.85
5,000-9,999 (3)	5,480	7.49	
	5,620	6.85	
	8,109	$ 5.01	
		$19.35	$ 6.45
10,000 - 19,999 (3)	10,655	$ 6.04	
	13,055	5.79	
	18,788	6.01	
		$17.84	$ 5.95

INTERLIBRARY LOAN STATISTICS

The decision was made by the study consultants and by the advisory committee that statistical data for the Resource Sharing Study could be compiled from reports currently available at the Colorado State Library, rather than doing additional data gathering. Reports generated were: Statewide ILL Volume, Colorado Resource Center ILL Statistics for 1984-1987, Regional System Summary ILL Statistics for 1984-1987, Regional System Detailed ILL Statistics for 1986-1987, ILL Statistics for Sample Libraries, ILL Statistics for Major Resource Libraries, and Colorado OCLC ILL Subsystem Use Statistics for FY 1986/87. Each statistical compilation contains citations for the source or sources.

The 50 sample libraries used in the statistical report are the same libraries to which the survey was distributed. Only libraries that submit Payment For Lending statistical reports were included in the sample. There were two reasons for this: these are the only libraries for which ILL statistics are readily available, and these libraries, by submitting reports, demonstrate some awareness of, and involvement in, ILL activity in the state. The sample was stratified to provide representation from each regional system, and from different types and sizes of libraries. The major resource libraries are the libraries which are consistently net lenders, or which have some particular importance for resource sharing in their regional system or in the state.

The total reported ILL volume for the state is over one-half million requests, indicating the importance of ILL in meeting the information needs of residents of the state. Even so, the statistics reported are assumed to be only a portion of the actual ILL activity. Since not all school and special libraries reported, the total could be adjusted even higher, as shown in the statistical report. School and special libraries receive many more items through ILL than they provide to other libraries, suggesting a strong reliance on ILL in order to provide adequate service for students, and for staff of the businesses and agencies, supported by these libraries. Academic libraries and public libraries provide more items on ILL than they receive, indicating a contribution to resource sharing by these libraries. In particular, academic libraries show a ratio of almost two to one for lending over borrowing activity. Since Colorado libraries report having received over 140,000 more ILL items than they provided, it is assumed that these items were provided from out of state, demonstrating a need for participation in networks that reach beyond state borders.

As the library of last resort, the Colorado Resource Center does a significant volume of ILL work, and that volume has been increasing over the last four years at a rate of over 20%. Activity levels have increased in all categories, with the exception of subject requests which have decreased by almost 23%. Major increases have been the number of requests received from Central Colorado libraries, and the number of locations and verifications provided. While use by Central Colorado libraries has been increasing, use by the other regional systems has been decreasing. Fill rates have decreased in all categories, which could be an indication of an inability to handle the increased volume, or that the CRC is receiving more difficult requests from the regional systems as the regional systems are filling more requests themselves.

Regional systems show an almost 35% increase in number of ILL requests received over the last four years, while the regional systems have had no concomitant increase in staff to handle the workload. Only Central Colorado (whose ILL operation is unique in that it is not a referral center) is able to fill over fifty percent of its requests from its resource center collection. High Plains and Plain & Peaks come close to this mark with 48% and 47% respectively referred to their resource centers. A few regional systems (Arkansas Valley, Southwest, and Three Rivers) refer less than 50% of their requests within their regions. The percentage of requests sent out of state varies from less than one percent to thirteen percent; returned requests from 3.5% to 20.8%.

In Colorado, author/title requests outnumber photocopy requests (ie. requests for periodical articles) by a two to one ratio. In many other states, the number of photocopy requests often exceeds that of book requests, demonstrating an underutilization of this type of literature in Colorado. Over 50% of the in-state borrowing requests are filled by academic libraries; whereas academic libraries receive only about 30% of the items loaned in state. Subject requests represent only a small portion of the ILL activity. A high portion (over 30%) of ILL requests sent to Colorado libraries are unfilled, indicating an inability to accurately determine the holdings of Colorado libraries. A substantial portion (over 20%) of state ILL activity is done on OCLC.

STATEWIDE ILL VOLUME

REPORTED VOLUME

	PROVIDED	RECEIVED	TOTAL
PUBLIC	80,288	68,117	148,405
ACADEMIC	70,521	37,385	107,906
ELEM. SCHOOLS	8,270	101,187	109,457
SEC. SCHOOLS	15,988	93,348	109,336
SPECIAL	29,103	44,387	73,490
TOTALS	204,170	344,424	548,594

ADJUSTED VOLUME*

	PROVIDED	RECEIVED	TOTAL
PUBLIC	80,288	68,117	148,405
ACADEMIC	70,521	37,385	107,906
ELEM. SCHOOLS	10,338	126,484	136,821
SEC. SCHOOLS	19,985	116,685	136,670
SPECIAL	50,930	77,677	128,608
TOTALS	232,062	426,348	658,410

*The reported volume includes only an estimated 75% of elementary and secondary schools, and only 25% of special libraries. The adjusted volume has been increased 25% and 75% for school and special libraries respectively.

Sources:

Lance, Keith and John Hempstead. Colorado Library Media Center Statistics, 1985. Denver: Colorado State Library, 1987.

Lance, Keith. Statistical Data and Input-Output Measures for Colorado Special Libraries, 1985. Denver: Colorado State Library, 1985.

Lance, Keith. Statistics and Input-Output Measures for Colorado Academic Libraries, 1985. Denver: Colorado State Library, 1987.

Lance, Keith and Maureen Crocker. Statistics and Input-Output Measures for Colorado Public Libraries, 1986. Denver: Colorado State Library, 1987.

COLORADO RESOURCE CENTER STATISTICS

CRC REQUESTS RECEIVED	1984	1985	1986	1987	PERCENT OF TOTAL	PERCENT INCR/DECR 84 - 87
CCLS*	7,796	10,396	12,817	14,040	57.5%	44.5%
OTHER RLSS	11,596	10,550	9,035	10,386	42.5%	-11.7%
AVRLSS				1,627	6.7%	
HPRLSS				4,414	18.1%	
PFRLSS				685	2.8%	
PPRLSS				1,634	6.7%	
SWRLSS				886	3.6%	
TRRLSS				1,140	4.7%	
TOTAL CRC REQUESTS	19,392	20,946	21,852	24,426		20.6%
REQUESTS FILLED	13,165	13,204	11,860	13,144		-0.2%
FILL RATE	67.9%	63.0%	54.3%	53.8%		-26.2%
BOOKS SENT	11,304	11,423	9,789	11,089		-1.9%
PAGES PHOTOCOPY SENT	24,085	21,617	20,812	19,615		-22.8%
AUTHOR/TITLE REQUESTS	17,257	18,788	19,856	22,705		24.0%
A/T FILLED	11,296	11,350	10,044	11,737		3.8%
FILL RATE	65.5%	60.4%	50.6%	51.7%		-26.6%
SUBJECT REQUESTS	2,133	2,158	1,995	1,738		-22.7%
SUBJECTS FILLED	1,834	1,856	1,614	1,386		-32.3%
FILL RATE	86.0%	86.0%	80.9%	79.7%		-7.8%
REQUESTS TO OCLC				1,992		
LOCATIONS PROVIDED	3,768		6,669	5,930		36.5%
REQUESTS VERIFIED	1,522		6,849	7,363		79.3%
REQUESTS SENT DIRECT				17,011		
PERCENT SENT DIRECT				69.6%		

*The Central Colorado ILL service is not a referral center. Requests are filled from the University of Colorado-Boulder collection; referrals are not made. In addition, Central Colorado member libraries can send requests directly to the CRC. Those are the requests reported here.

Source:
DPL ILL Unit Statistics, Annual Reports for 1984 - 1987.

REGIONAL SYSTEMS - SUMMARY STATISTICS

	1984	1985	1986	1987	PERCENT INC/DECR PERCENT INC/DECR 84 - 87
ARKANSAS VALLEY	8,723	12,647	12,568	16,948	48.5%
CENTRAL COLORADO*	6,021	7,755	11,106	10,366	41.9%
HIGH PLAINS	9,906	10,645	10,856	13,142	24.6%
PATHFINDER	7,120	8,771	8,048	8,363	14.9%
PLAINS & PEAKS	5,423	5,658	10,464	12,890	57.9%
SOUTHWEST	6,479	9,126	10,543	9,960	34.9%
THREE RIVERS	12,864	13,564	12,613	14,861	13.4%
TOTALS	56,536	68,166	76,198	86,530	34.7%

*The Central Colorado ILL service is not a referral center. Requests are filled from the University of Colorado-Boulder collection; referrals are not made.

Source:
Regional Library Service Systems Narrative Cumulative Reports for the years: FY84 - FY87.

REGIONAL SYSTEMS - DETAILED STATISTICS

	1986	1987	PERCENT OF TOTAL
ARKANSAS VALLEY			
AUTHOR/TITLE			
SUBJECT			
PHOTOCOPY			
TOTAL REQUESTS	12,568	16,948	
REFERRED TO:			
AV RESOURCE CTR	1,907	2,374	14.0%
RLSS MEMBER	1,773	1,968	11.6%
COLORADO	4,913	8,014	47.3%
CRC	1,380	1,649	9.7%
OUT-OF-STATE	1,670	2,132	12.6%
UNFILLED/RETURNED	925	793	4.7%
CENTRAL COLORADO*			
AUTHOR/TITLE	3,168	8,775	
SUBJECT	247	287	
LOCATION	5,274	1,174	
VERIFICATION		130	
TOTAL REQUESTS	11,106	10,366	
RESPONSES:			
LOANS		3,187	30.7%
PHOTOCOPIES		4,184	40.4%
LOCATIONS		1,562	15.1%
VERIFICATIONS		330	3.2%
UNFILLED	2,417	2,358	22.7%
HIGH PLAINS			
AUTHOR/TITLE	8,769	8,932	
SUBJECT	2,087	2,139	
PHOTOCOPY		2,132	
TOTAL REQUESTS	10,856	13,142	
REFERRED TO:			
HP RESOURCE CTR	5,953	6,303	48.0%
RLSS MEMBER	2,579	1,905	14.5%
COLORADO		2,021	15.4%
CRC	2,433	2,357	17.9%
OUT-OF-STATE		101	0.8%
UNFILLED/RETURNED		455	3.5%

*The Central Colorado ILL service is not a referral center. Requests are filled from the University of Colorado-Boulder collection; referrals are not made. For this reason, there is a difference in the way CCLS statistics are kept, versus the other regional systems. The other regional systems count requests only, whereas CCLS counts both the requests and the number of items used to fill each request. Since subject requests may be filled with more than one item, the total percentage for CCLS my be more than 100.

REGIONAL SYSTEMS - DETAILED STATISTICS

	1986	1987	PERCENT OF TOTAL
PATHFINDER			
AUTHOR/TITLE			
SUBJECT			
PHOTOCOPY			
TOTAL REQUESTS	8,048	8,363	
REFERRED TO:			
PF RESOURCE CTR	2,368	2,157	25.8%
RLSS MEMBER	1,598	1,788	21.4%
COLORADO	2,102	2,191	26.2%
CRC	648	540	6.5%
OUT-OF-STATE	1,332	1,088	13.0%
UNFILLED/RETURNED	898	710	8.5%
PLAINS & PEAKS			
AUTHOR/TITLE	5,471	9,349	
SUBJECT	647	451	
PHOTOCOPY	260	273	
FILM	2,878	2,817	
TOTAL REQUESTS	10,464	14,620	
REFERRED TO:			
PP RESOURCE CTR	6,360	6,872	47.0%
RLSS MEMBER	605	3,230	22.1%
COLORADO	1,070	1,141	7.8%
CRC	482	889	6.1%
OUT-OF-STATE	739	758	5.2%
UNFILLED/RETURNED	1,208	1,730	11.8%
SOUTHWEST			
AUTHOR/TITLE			
SUBJECT			
PHOTOCOPY	64	102	
FILM	1,310	839	
TOTAL REQUESTS	10,543	9,960	
REFERRED TO:			
SW RESOURCE CTR	1,609	1,627	16.3%
RLSS MEMBER	2,275	1,945	19.5%
COLORADO	2,905	2,656	26.7%
CRC	397	461	4.6%
OUT-OF-STATE	1,414	1,200	12.0%
UNFILLED/RETURNED	1,943	2,071	20.8%

REGIONAL SYSTEMS - DETAILED STATISTICS

THREE RIVERS	1986	1987	PERCENT OF TOTAL
AUTHOR/TITLE			
SUBJECT			
PHOTOCOPY			
TOTAL REQUESTS	12,613	14,861	
REFERRED TO:			
TR RESOURCE CTR*	423	0	0.0%
RLSS MEMBER	4,288	5,165	34.8%
COLORADO	5,806	6,327	42.6%
CRC	722	874	5.9%
OUT-OF-STATE	1,374	1,377	9.3%
UNFILLED/RETURNED	777	1,118	7.5%

*In 1986, Three Rivers moved from New Castle, where the Garfield County Public Library headquarters served as its Resource Center, to Glenwood Springs.

Source:
Regional Library Service Systems Narrative Cumulative Reports for the years of FY86 and FY87.

ILL STATISTICS FOR SAMPLE LIBRARIES
July 1986 - June 1987

BORROWING	TOTAL	PERCENTAGE OF TOTAL
Requests:		
Author/Title	36,496	97.6% of Total Filled
Subject	813	2.2% of Total Filled
Filled by:		
Book	24,714	67.4% of Total of Book + Photocopy
Photocopy	11,979	32.6% of Total of Book + Photocopy
Filled:		
In State	33,145	88.6% of Total Filled
DPL	3,852	11.6% of Filled In State
Academic	17,919	54.1% of Filled In State
Other	9,881	29.8% of Filled In State
Out of State	4,255	11.4% of Total Filled
Totals:		
Filled	37,400	85.4% of Total Transactions
Unfilled	6,388	14.6% of Total Transactions
Transactions	43,788	

LENDING		
Requests:		
Author/Title	58,323	98.0% of Total Filled
Subject	575	1.0% of Total Filled
Filled by:		
Book	40,217	67.3% of Total of Book + Photocopy
Photocopy	19,527	32.7% of Total of Book + Photocopy
Filled for:		
In State	54,775	92.0% of Total Filled
Academic	17,421	31.8% of Filled In State
Other	34,730	63.4% of Filled In State
Out of State	5,060	8.5% of Total Filled
Totals:		
Filled	59,510	66.7% of Total Transactions
Unfilled	30,044	33.7% of Total Transactions
Transactions	89,274	

NOTE: The above statistics were compiled from the Payment For Lending reports received from the 50 sample libraries during the period July 1986 through June 1987. Several qualifiers must be attached to a compilation derived from these statistical reports: 1) There was not always a complete set of reports for each library. 2) Some libraries do not report out-of-state transactions, or transactions with non-regional system members (since neither of these is used in the PFL tally). 3) Some libraries do not report unfilled transactions. 4) Completion and consistency of submitted reports varies.

ILL STATISTICS FOR MAJOR RESOURCE LIBRARIES
July 1986 - June 1987

BORROWING	TOTAL	PERCENTAGE OF TOTAL
Requests:		
Author/Title	34,527	97.4% of Total Filled
Subject	199	0.6% of Total Filled
Filled by:		
Book	21,867	63.2% of Total of Book + Photocopy
Photocopy	12,711	36.8% of Total of Book + Photocopy
Filled:		
In State	29,936	84.4% of Total Filled
DPL	2,970	9.9% of Filled In State
Academic	19,202	63.5% of Filled In State
Other	6,417	21.4% of Filled In State
Out of State	5,528	15.6% of Total Filled
Totals:		
Filled	35,464	86.0% of Total Transactions
Unfilled	6,324	15.3% of Total Transactions
Transactions	41,232	

LENDING		
Requests:		
Author/Title	75,128	95.8% of Total Filled
Subject	3,978	5.1% of Total Filled
Filled by:		
Book	53,845	68.4% of Total of Book + Photocopy
Photocopy	24,907	31.6% of Total of Book + Photocopy
Filled for:		
In State	71,969	91.8% of Total Filled
Academic	19,506	27.1% of Filled In State
Other	49,835	69.2% of Filled In State
Out of State	6,879	8.8% of Total Filled
Totals:		
Filled	78,423	69.5% of Total Transactions
Unfilled	35,168	31.2% of Total Transactions
Transactions	112,882	

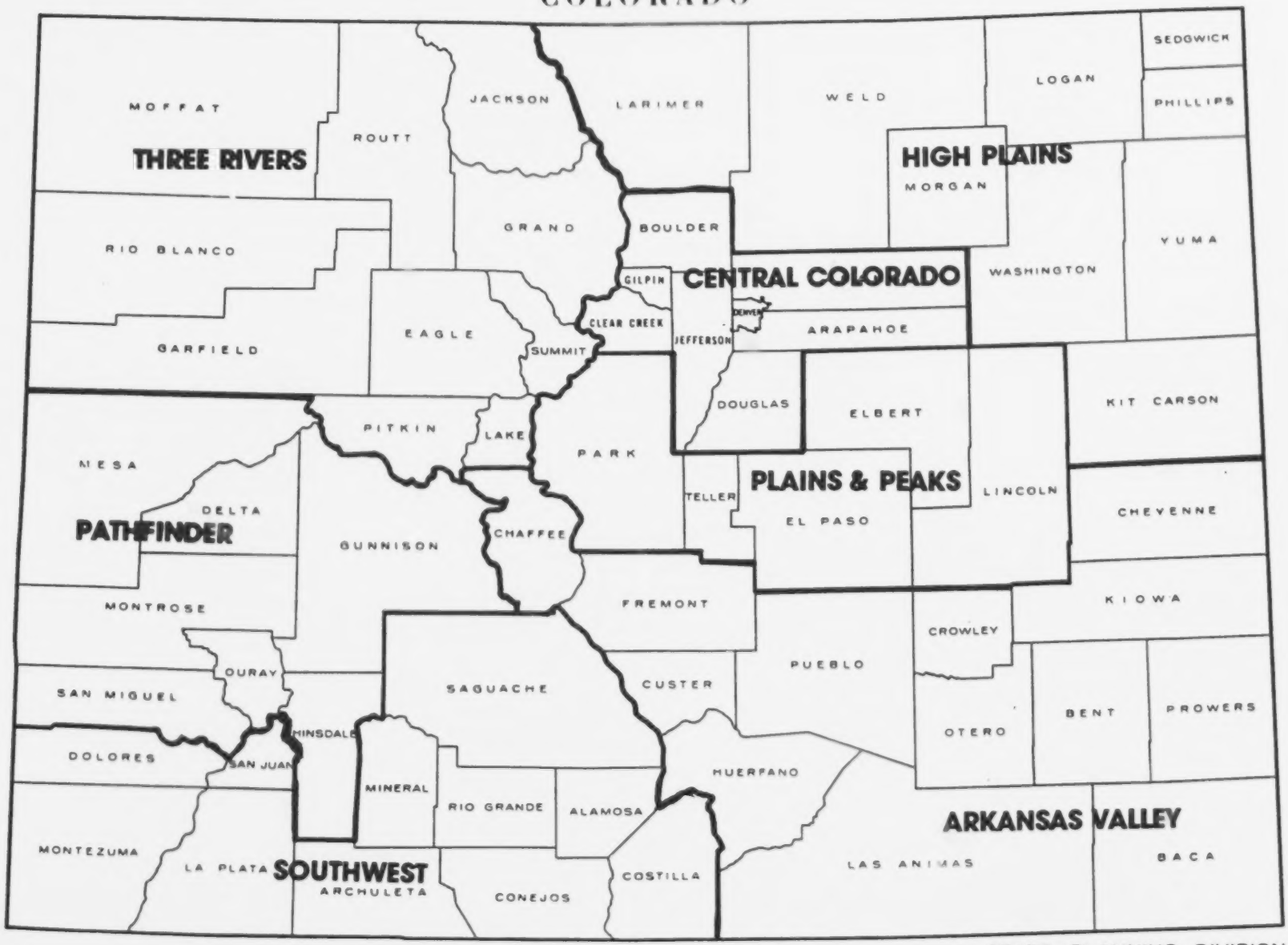
NOTE: The above statistics were compiled from the Payment For Lending reports received from 22 major resource libraries during the period July 1986 through June 1987. Several qualifiers must be attached to a compilation derived from these statistical reports: 1) There was not always a complete set of reports for each library. 2) Some libraries do not report out-of-state transactions, or transactions with non-regional system members (since neither of these is used in the PFL tally). 3) Some libraries do not report unfilled transactions. 4) Completion and consistency of submitted reports varies.

COLORADO OCLC ILL SUBSYSTEM USE STATISTICS
FY 1986/87

Lending		
Number of loans provided by Colorado libraries:		54,367
Number of loans provided by Colorado libraries to other Colorado libraries:		33,712
Academic:	25,750	
Public:	3,821	
Special:	4,141	
Number of loans provided by Colorado libraries to out-of-state libraries:		20,655
Borrowing		
Number of loans received by Colorado libraries:		65,960
Number of loans received by Colorado libraries from other Colorado libraries:		35,141
Academic:	20,984	
Public:	3,714	
Special:	10,443	
Number of loans received by Colorado libraries from out-of-state libraries:		30,819

APPENDIXES

COLORADO



STATE PLANNING DIVISION

TRANSMISSION IN OF ILL REQUESTS TO SYSTEM OFFICE

RLSS	COURIER ALA FORM	COURIER SYSTEM FORM	POSTAL SERVICE ALA FORM	POSTAL SERVICE SYSTEM FORM	BOOKPATH	MILN or WREN	PS MAIL	EASYLINK	OCLC	PHONE
AV			X	X		X		Messages from CRC		Occasionally
CC	X	X	X	X				Receive Reqs only	X	X
HP	X	X	X	X				X		Rushes
PA			X	X	X				X	X
PP	X	X	X	X			X			X
SW			X	X		X			X	X
TR			X	X	X				In Office Fills only	Rushes

REFERRAL OUT OF ILL REQUESTS FROM SYSTEM OFFICE

RLSS	COURIER ALA FORM	COURIER SYSTEM FORM	POSTAL SERVICE ALA FORM	POSTAL SERVICE SYSTEM FORM	BOOKPATH	MILN or WREN	PS MAIL	EASYLINK	OCLC	PHONE
AV			X			X		X	Rushes	
CC	D O E S N O T R E F E R R E Q U E S T S									
HP	X		X					X		Rushes
PA			X		X					
PP	X		X				X	X		
SW			X			X			Rushes	
TR			X		X					Rushes

SAMPLE LIBRARIES (used for survey and statistics)

LIBRARY	RLSS	TYPE	SIZE
Arapahoe Community College	CC	A	41,298
Auraria Library*	CC	A	502,849
Aurora Public Library*	CC	P	333,600
Buena Vista Public Library	AV	P	
Burlington High School	HP	S	
Calichi High School	HP	S	
Canon City Public Library	AV	P	36,121
Colo Northwest Community College	TR	A	16,357
Colorado Mt College-Spring Valley*	TR	A	62,899**
Colorado School of Mines*	CC	A	114,393
Colorado State University*	HP	A	1,544,118
Del Norte Public Library	SW	P	16,000
Durango Public Library*	SW	P	76,898
Eagle County Public Library	TR	P	48,039
Flagler Public Library	HP	P	4,427
Fort Lewis College*	SW	A	159,047
Front Range Community College	CC	A	44,181
Ft. Lupton Public & School Library	HP	P	
Jefferson County Public Library*	CC	P	420,916
Julesburg Public Library	HP	P	8,650
La Junta High School	AV	S	
Lamar Community College	AV	A	23,136
Las Animas-Bent Co. Public Lib.	AV	P	15,281
Loveland Public Library	HP	P	98,307
Mamie Dowd Eisenhower Public Lib.	CC	P	
Mancos Public Library	SW	P	7,639
Manitou Springs Public Library	PP	P	13,226
Manzanola Public Library	AV	P	11,376
Mesa College Library*	PF	A	126,239
Mesa County Public Library*	PF	P	248,510
Montrose Library District	PF	P	63,999
Morgan Community College	HP	A	12,528
Northeast Junior College	HP	A	48,431
Pikes Peak Community College	PP	A	37,577
Platteville Public Library	HP	P	
Pueblo Community College	AV	A	8,407
Rampart Library District	PP	P	
Rangely High School	TR	S	
Red Rocks Community College	CC	A	46,856

SAMPLE LIBRARIES (used for survey and statistics)

LIBRARY	RLSS	TYPE	SIZE
Salida Regional Library	AV	P	24,015
San Luis Valley BOCS	SW	S	
Summit County Public Library	TR	P	31,378
Univ of Colo at Colorado Springs*	PP	A	186,897
University of Colorado at Boulder*	CC	A	2,051,953
University of Denver*	CC	A	1,464,731
University of Southern Colorado*	AV	A	467,184
Vail Public Library	TR	P	35,550
Western State College*	PF	A	109,850
Westminster Public Library	CC	P	130,293
Wray Public Library	HP	P	18,695

Note: "SIZE" of library is indicated by volumes held as reported in Statistics and Input-Output Measures for Colorado Academic Libraries, 1985, and Statistics and Input-Output Measures for Colorado Public Libraries, 1986.

"TYPE" uses the following designations: A = Academic, P = Public, S = School.

*Also on Major Resource Libraries list.
**Total volumes for all three campuses of CMC, not just Spring Valley.

COLORADO STATE LIBRARY - April 1988

RESOURCE SHARING STUDY SURVEY

Library: _____

Person completing survey: _____

Phone#: _____

Title: _____

Interlibrary Loan (ILL) Statistics

1. Total borrowed (last fiscal or calendar year):

   Books _____ Photocopies _____ Total _____

   Total requests unfilled (materials requested but not received) _____

   Total requests filled (materials received) from out-of-state _____

2. Total loaned (last fiscal or calendar year):

   Books _____ Photocopies _____ Total _____

3. Total requests sent to the Regional Library Service System (RLSS) ... _____

4. Total requests sent directly to the lending library ..... _____

Borrowing

5. Do you borrow for all classes and types of requesting patrons?

   Yes _____ No _____

   If no, which classes or types are excluded? _____

6. Check which restrictions, if any, you place on borrowing:

   Current imprint date ..... _____

   Limit on number of requests placed at one time ..... _____

   If so, how many requests allowed at one time .... _____

   Other (specify) _____

7. Check which charges, if any, are paid by the library patron:

   Submitting request/processing fee ..... _____

   Postage ..... _____

   Lending library loan charges (for books) ..... _____

   Lending library photocopy charges ..... _____

   Other (specify) _____

8. Check any uses you make of the Colorado Union Catalog (CUC fiche):

Verifying ILL requests ..... _____
Answering reference questions ..... _____
Cataloging ..... _____
Finding titles to satisfy subject requests ..... _____
Other (specify) _____

9. Do you think the CUC should be continued, in either its present format or in another format? Yes _____ No _____

If yes, check the preferred format:
Fiche ..... _____
Online ..... _____
CD-ROM ..... _____
Other (specify) _____

10. List the five libraries from which you borrow the most (those libraries supplying you with materials, not the RLSS office):

_____
_____
_____
_____
_____

11. Check the methods you use for transmitting requests:

RLSS form ..... _____
ALA Form ..... _____
OCLC ..... _____
Electronic Mail ..... _____
Name(s) of the E-mail systems used _____
Microcomputer Network ..... _____
Name(s) of the micro-networks used _____
Other (specify) _____

12. What would you estimate is your turnaround time (in days) for ILL borrowing (from the time the request leaves your library until material is received by you)?

Shortest _____
Average _____
Longest _____

13. ...e materials provided by the RLSS in response to subject requests satisfactory?

Yes _____ No _____

Explain:_____

14. Are materials provided by the Denver Public Library (DPL) in response to subject requests satisfactory? Yes _____ No _____

Explain:_____

15. How often do you purchase material instead of requesting it on ILL?

_____

16. Do you participate in any reciprocal borrowing arrangements (an agreement whereby your patrons can check out books at another library, and vice versa)?

Yes _____ No _____

If yes, check the applicable type(s):

System-wide ..... _____
Academic ..... _____
With libraries in the same community ..... _____
With one other library ..... _____
Other (specify) _____

17. Have you or your staff attended any ILL or reference continuing education activities in the past 2 years? Yes _____ No _____

If yes, list the topic, provider, and number of your staff attending each:

Topic	Provider	# of staff
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

18. What do you do with a reference question you cannot answer using your own collection?

Call another library in your area ..... _____
Call your RLSS ..... _____
Call DPL ..... _____
Call someone who may know the answer (expert) ..... _____
Other (specify) _____

Lending

19. Do you do verification work on requests which you cannot fill from the citation given? Yes _____ No _____

If yes, describe the service provided _____

_____

20. Do you loan for all classes or types of requesting patrons?

Yes _____ No _____

If no, which classes or types are excluded? _____

21. Do you loan materials of all formats and subject areas?

Yes _____ No _____

If no, which formats and subject areas are not loaned? _____

_____

22. Do you fill subject requests? Yes _____ No _____

If yes, describe the service provided _____

_____

23. Does your library receive reference questions from other libraries?

Yes _____ No _____

If yes, from whom and describe the service provided _____

_____

24. Do you charge for any lending services? Yes _____ No _____

If yes, check any charges made: Postage ..... _____

Book loan ..... _____

Photocopy ..... _____

Other (specify) _____

25. What would you estimate is your turnaround time on ILL lending (from the time the request is received by you until the material is sent? Shortest _____

Average _____

Longest _____

26. List the 5 libraries to whom you lend the most:

_____

_____

_____

_____

_____

27. Are there types of libraries you will not lend to?

Yes _____ No _____

If yes, indicate which types: Public ..... _____

Academic ..... _____

School ..... _____

Special ..... _____

Other (specify) _____

28. Are there specific libraries you will not lend to?

Yes _____ No _____

29. Are there any specific conditions under which you will not lend?

Yes _____ No _____

Explain: _____

30. List the methods of document delivery that you use:

US Mail ..... _____

Commerical Delivery Service (ex. UPS) ..... _____

Courier ..... _____

Other (specify) _____

31. What impact does Payment For Lending (PFL) have on your ability to loan?
Check resource(s) most affected:

Number of staff ..... _____

Computer equipment acquisition/use ..... _____

Equipment/supplies ..... _____

Telecommunications ..... _____

Collection ..... _____

Other (specify) _____

32. What is done with the PFL money you receive?

Equipment/Automation

33. Do you do online reference database searching (ERIC, Dialog, etc.) for your patrons? Yes _____ No _____

34. Do you have telefacsimile equipment? Yes _____ No _____

35. Do you have a microcomputer available for ILL purposes? Yes _____ No _____

36. Do you have a modem availabe for ILL purposes? Yes _____ No _____

37. What restrictions do you experience due to telecommunications costs?

General Comments

38. What would you say are your 3 most pressing ILL problems:

39. What recommendations would you make for improving ILL in Colorado?

40. Any additional comments regarding ILL, reference referral, and document delivery?

Please return this survey by May 6th to:

Susan Fayad
Colorado State Library
201 E. Colfax
Denver, CO 80203

INTERLIBRARY LENDING COST STUDY PARTICIPANTS

Arapahoe Library District

Auraria Library

Aurora Public Library

Colorado College

Colorado Mountain College - Spring Valley

Colorado School of Mines

Colorado State University

Ft. Lewis College

Jefferson County Public Library

Mesa College Library

Mesa County Public Library

Mesa County Valley School District 51

Pikes Peak Library District

Pitkin County Library

Pueblo Library District

University of Colorado at Boulder

University of Colorado at Colorado Springs

University of Colorado Health Sciences Center

University of Northern Colorado

University of Southern Colorado

Western State College

Return by May 20, 1988 to:

Susan Fayad
Colorado State Library
201 East Colfax Avenue
Denver, CO 80203

RESOURCE SHARING STUDY

COST OF INTERLIBRARY LENDING

Data Form

Library:_____

Person completing data form:_____

Telephone Number:_____

Title:_____

Please refer to Dickson, Stephen P. and Virginia Boucher. "A Methodology for Determining Costs of Interlibrary Lending" for guidance in determining costs for the individual sections of this data form.

A. STAFF COSTS

1. Staff member annual salary_____plus
fringe benefit cost _____equals
annual salary & fringe benefit cost _____

Percent of lending time_____times annual
salary & fringe benefit cost _____
equals cost of lending for staff member 1 _____

2. Staff member annual salary_____plus
fringe benefit cost _____equals
annual salary & fringe benefit cost _____

Percent of lending time_____times annual
salary & fringe benefit cost _____
equals cost of lending for staff member 2 _____

3. Staff member annual salary_____plus
fringe benefit cost _____equals
annual salary & fringe benefit cost _____

Percent of lending time_____times annual
salary & fringe benefit cost_____
equals cost of lending for staff member 3 _____

TOTAL STAFF COSTS ==========

B. NETWORK AND COMMUNICATION COSTS

1. Telephone services

Local telephone services	_____		
Long distance calls	_____		
Total telephone services		_____	
Lending share (%) times telephone services equals total telephone costs			_____

2. Electronic mail

Electronic mail services		_____	
Lending share (%) times electronic mail services equals total electronic mail costs			_____

3. Network services

Modem charges	_____		
Telecommunication line charges	_____		
Terminal maintenance	_____		
Basic service fees	_____		
Other	_____		
Total network services		_____	
Lending share (%) times total network services equals total network costs			_____

TOTAL NETWORK AND COMMUNICATION COSTS ==========

C. DELIVERY COSTS FOR LENDING

1. Postage	_____		
2. Parcel delivery service	_____		
3. Telefacsimile	_____		
4. Courier	_____		
5. Other	_____		
Total delivery service		_____	
Lending share (%) times total delivery service equals total delivery costs			

TOTAL DELIVERY COSTS FOR LENDING ==========

D. PHOTOCOPY COSTS

(Staff costs, supplies costs, and equipment costs may include all the photocopy costs, in which case this section should be left blank.)

Photocopy costs not covered elsewhere for lending _____

Minus income from photocopy charges to other libraries _____

TOTAL PHOTOCOPY COSTS ==========

E. SUPPLIES COST

TOTAL SUPPLIES COSTS ==========

F. MAINTENANCE AND EQUIPMENT COSTS

1. cost_____
times .25 equals _____

2. cost_____
times .25 equals _____

3. cost_____
times .25 equals _____

4. cost_____
times .25 equals _____

Total Equipment Costs _____

Lending share (%) times total equipment costs equals lending equipment costs _____

F. MAINTENANCE AND EQUIPMENT COSTS, continued

5. Rental and maintenance costs _____

Lending share (%) times
rental and maintenance costs
equals total rental and
maintenance costs _____

TOTAL MAINTENANCE AND EQUIPMENT COSTS ==========

G. TRAINING COSTS

TOTAL TRAINING COSTS ==========

H. SUPERVISION COSTS
(Already included in Staff Costs?)

TOTAL SUPERVISION COSTS ==========

TOTAL COST OF INTERLIBRARY LENDING
(Add all figures with a double line) ==========
==========

Total cost of lending_____divided by the number
of filled interlibrary lending requests_____
equals the cost per filled loan ==========
==========

Questions: Call Susan Fayad 866-6736

MAJOR RESOURCE LIBRARIES

LIBRARY	RLSS	TYPE	SIZE
Air Force Academy*	PP	A	328,898
Arapahoe Library District	CC	P	250,785
Auraria Library	CC	A	502,849
Aurora Public Library	CC	P	333,600
Colorado College*	PP	A	555,459
Colorado Mt College-Spring Valley	TR	A	62,899
Colorado School of Mines	CC	A	114,393
Colorado State University	HP	A	1,544,118
Durango Public Library	SW	P	76,898
Fort Lewis College	SW	A	159,047
Garfield County Public Library	TR	P	95,145
Jefferson County Public Library	CC	P	420,916
Mesa College Library	PF	A	126,239
Mesa County Public Library	PF	P	248,510
Pikes Peak Library District	PP	P	489,496
Pitkin County Public Library	TR	P	
Pueblo Library District	AV	P	318,109
UCB, Health Sciences Center*	CC	M	188,227
Univ of Colo at Colorado Springs	PP	A	186,897
University of Colorado at Boulder	CC	A	2,051,953
University of Denver	CC	A	1,464,731
University of Northern Colorado	HP	A	520,283
University of Southern Colorado	AV	A	467,184
Weld County Public Library	HP	P	397,948
Western State College	PF	A	109,850

Note: "SIZE" of library is indicated by volumes held as reported in Statistics and Input-Output Measures for Colorado Academic Libraries, 1985, and Statistics and Input-Output Measures for Colorado Public Libraries, 1986.

"TYPE" uses the following designations: A = Academic; M = Medical, P = Public.

*These libraries are not eligible for Payment For Lending. Therefore, they do not submit PFL reports, and their ILL activity is not included with the other Major Resource Libraries in the ILL Statistics section.

COLORADO OCLC MEMBERS

Adams County School District, Northglenn (DVA) - Processing Center
Adams State College, Alamosa (CLZ)
Arapahoe Community College, Littleton (DVZ)
Association of Operating Room Nurses, Denver (DNF)
Auraria, Denver (COA)
Aurora Public Library, Aurora (COB)
Beth Israel Health Center, Denver (BIH)
Boulder Valley School District, Boulder (BOA) - Processing Center
Chen & Associates, Denver (CHD)
Cobe Laboratories Library, Lakewood (DNL)
Colorado College, Colorado Springs (COC)
Colorado Department of Education, Resource Center, Denver (DDA)
Colorado Historical Society Library, Denver (DNH)
Colorado School of Mines, Golden (COP)
Colorado State Hospital, Pueblo (CQH)
Colorado State Library, State Publications Depository, Denver (DDB)
Colorado State University, Ft. Collins (COF)
Colorado Supreme Court Library, Denver (DVJ)
Conservative Baptist Theological Seminary, Englewood (CBS)
Denver Art Museum, Denver (DNA)
Denver Law Librarians Group, Denver (COY) - Processing Center
Denver Medical Library, Denver (DMJ)
Denver Museum of Natural History, Denver (DNN)
Denver Public Library, Denver (DPL)
Fort Lewis College, Durango (CDF)
Front Range Community College, Westminster (DVN)
Gates Corporation, Technical Information Ctr., Denver (DNC)
Iliff School of Theology, Denver (COI)
Information Management Specialists, Denver (DVI)
Longmont Public Library, Longmont (CNL)
Lutheran Medical Center, Denver (DND)
Manville Sales Corporation, Denver (CJM)
Marathon Oil Company, Law Library, Littleton (DVO)
Medical Group Management Association, Denver (DNG)
Mercy Medical Center Library, Denver (DNM)
Mesa College, Grand Junction (COM)
Mountain States Employers Council, Denver (DNE)
The Naropa Institute Library, Boulder (NIY)
National Jewish Center for Immunology and Respiratory Medicine, Denver (DNB)
National Oceanic & Atmospheric Administration, Boulder (CON)
National Park Service, Denver (UDP)
Parkview Episcopal Hospital, Pueblo (CQE)
Pathfinder Regional Lib. Serv. System, Montrose (DMP) - Processing Center
Phillips Oil Co., Western Div. Technical Info Ctr., Denver (DNP)
Pikes Peak Community College, Colorado Springs (COE)
Porter Memorial Hospital, Denver (DVH)
Pueblo Community College, Pueblo (CQB)
Pueblo Library District, Pueblo (CQA)
Pueblo School District No. 60, Pueblo (CQD) - Processing Center

Red Rocks Community College, Golden (DVR)
Regional Transportation District Library, Denver (DNR)
Regis College, Denver (COR)
St. Joseph Hospital Library, Denver (DNJ)
St. Mary-Corwin Hospital, Pueblo (CQS)
St. Thomas Seminary Library, Denver (DNV)
Security Life of Denver, Denver (SLD)
Solar Energy Research Institute, Golden (SOE)
Southeast Metropolitan Board of Coop. Serv., Denver (COQ) - Processing Center
Southwest Regional Library Service System, Durango (CDA) - Processing Center
Swedish Medical Center Library, Englewood (DNS)
Texaco Corporate Library, Denver (DTX)
Thompson R2-J District Media Center, Loveland (CNJ) - Processing Center
Three Rivers Reg. Lib. Serv. Sys., Glenwood Springs (COG) - Processing Center
U.S. Air Force Academy, Colorado Springs (COH)
U.S. Bureau of Land Managment, Denver (UDD)
U.S. Olympic Committee, Colorado Springs (USO)
University of Colorado at Boulder, Boulder (COD)
University of Colorado at Colorado Springs, Colorado Springs (COX)
University of Colorado Health Science Center, Denver (COU)
University of Denver, Denver (DVP)
University of Denver, College of Law, Denver (LLE)
University of Northern Colorado, Greeley (COV)
University of Southern Colorado, Pueblo (COS)
US West, Information Res. Services Library, Englewood (USZ)
Western State University, Gunnison (COW)

OCLC GROUP ACCESS PARTICIPANTS

AMC Cancer Research Center, Lakewood (CYA)
Association of Operating Room Nurses, Library, Denver (DNF)
Auraria Library, Denver (COA)
Beth Israel Health Care Center, Denver (BIH)
Children's Hospital, Medical Library, Denver (CYB)
Colorado School of Mines, Arthur Lakes Library, Golden (COP)
Colorado State Hospital, Professional Library, Pueblo (CQH)
Denver General Hospital, Medical Library, Denver (CYD)
Denver Medical Library, Denver (DMJ)
Denver Public Library, Denver (DPL)
Evans U.S. Army Community Hospital, Medical Library, Fort Carson (AMB)
Lutheran Medical Center Library, Wheat Ridge (DND)
Manville Corporation, HS & E Library, Denver (CJM)
Memorial Hospital, Health Sciences Library, Colorado Springs (CYE)
Mercy Medical Center, Hospital Library, Denver (DNM)
Nat'l Jewish Hospital & Res. Ctr., Immunology and Resp. Med. Lib., Denver (DNB)
North Colorado Medical Center, Greeley (CYF)
Parkview Episcopal Medical Center, Medical Library, Pueblo (CQE)
Penrose Hospital, Webb Memorial Library, Colorado Springs (CYG)
Porter Memorial Hospital, Medical Library, Denver (DVH)
Rose Medical Center, Medical Library, (CYH)
St. Joseph Hospital, Library, Denver (DNJ)
St. Mary Corwin Hospital, Finney Memorial Library, Pueblo (CQS)
Swedish Medical Center, Library, Englewood (DNS)
University of Colorado at Boulder, University Libraries, Boulder (COD)
University of Colorado Health Sciences Center, Denison Library, Denver (CGU)
University of Colorado Health Sciences Ctr, Spitz Psychiatric Lib, Denver (CYI)
University of Northern Colorado, Michener Library, Greeley (COV)

Non-Colorado Participants:
British Library Document Supply Center
Chemical Abstracts Service
Universal Serials & Book Exchange
University Microfilms International

GLOSSARY AND PROGRAM DESCRIPTIONS

Bibliographic Center for Research (BCR): A non-profit membership organization providing networking services to libraries in the Rocky Mountain and Great Plains states. Through Colorado's membership in BCR, all Colorado libraries can participate in BCR programs, which include administration, consulting, training, support, and discounts for OCLC services, for various reference database systems (ex. BRS, Dialog, Wilsonline), and for microcomputer and CD-ROM applications. Other BCR resource sharing support programs include the OCLC Group Access program, the BCR ILL code (a regional ILL code to minimize photocopy charges), and a BCR-AMIGOS ILL agreement (in development).

Boards of Cooperative Services (BOCS).Boards of Cooperative Educational Services (BOCES): Cooperatives of local school districts which administer programs for their members, providing shared services more economically than could be done by each individual school district. Services provided vary among the 17 BOCS and BOCES, but some of the more common are special education, cooperative purchasing, and film and media libraries.

Bookpath: An IBM-based microcomputer network used by the Pathfinder and Three Rivers regional systems for the transmission of ILL requests and responses. The network allows participating libraries equipped with microcomputers, modems, and the appropriate software to transmit requests electronically to the regional system office. The office maintains a microcomputer, acting as the central server in the network, into which each library can dial to transmit its requests, and receive responses and referrals. The network program also provides the regional system office with file management, report generation, ALA form printing, and statistical compilation capabilities. Referral capabilities include the ability to upload the request to the EasyLink electronic mail system for transfer to the CRC. Thirteen libraries participate in the Pathfinder network; 30 in the Three Rivers network.

CD-ROM (an acronym for Compact Disc Read-Only Memory): A high-density optical storage medium that can be used for storing data, pictures, or sound. This is the same technology used for compact audio discs. The technology is referred to as optical, rather than electronic or magnetic, because the data is stored as physical impressions (the disc is "pitted") that are read by a laser light. One of the advantages of optical storage over magnetic media is the amount of data that can be stored. One CD-ROM disc can store as much information as 1500 floppy magnetic disks. CD-ROM applications in libraries are primarily related to storing large databases of information that can be accessed using search software.

Colorado Alliance of Research Libraries (CARL): An cooperative organization of six major research libraries: Auraria, Colorado School of Mines, Denver Public Library, University of Colorado at Boulder, University of Denver, and University of Northern Colorado, which supports a shared local automated system for their collective use. The system also serves the University of Denver Law Library and Regis College, an associate member. The CARL network maintains online catalogs of the holdings of these eight institutions, plus a government publications database, providing access to over 2.7 million records.

The functions provided by CARL include the public access catalogs, circulation, and electronic mail. The CARL system also contains four non-bibliographic databases: FACTS (a digest of current facts with citations), Academic American Encyclopedia, Metro Denver Facts (a statistical summary of growth and assets for business location), and Talent Board (a directory of people and programming in Colorado education). Dial access to the CARL databases is available to libraries and the general public. In addition, users of CARL can also access the Maggie and MARMOT databases through their connection to CARL, since the three systems are linked.

Colorado Union Catalog (CUC): A microfiche union catalog of the holdings of approximately 300 Colorado libraries. The CUC database contains 2.4 million titles and 4 million location records derived from OCLC and local system tapes. The Fourth edition plus the Supplement consist of approximately 2,500 fiche. Not cumulative, the Fourth Edition covers January 1977 - June 1982, the Supplement July 1982 - December 1984.

Colorado Resource Center (CRC): A program maintained by the Denver Public Library through a contract with the State Library. The CRC program consists of three basic services: back-up reference referral for libraries in the state, "library-of-last-resort" for ILL requests in the ILL referral structure based on the seven region library service systems, and walk-in use by residents of the state.

County Equalization Grant Program (CEG): A state program providing supplemental funds for library service to counties that are most in need based on low per capita income or low population combined with low assessed valuation. An estimated cost for minimal library service is determined by the Colorado State Library and is used as a benchmark in the eligibility and formula calculation.

Database Searching: See Online Reference Databases.

DOCLINE: A computer system that is a part of the ILL services of the Regional Medical Library Program. The system provides its users with automated ILL document request and referral.

Dynix: A local automated system currently being used by eight libraries in Colorado: Adams County Public Library, Colorado College, Douglas County Public Library, Englewood Public Library, Longmont Public Library, University of Colorado at Colorado Springs, University of Southern Colorado, Weld County Library District.

EasyLink: An electronic mail system which is offered by Western Union. EasyLink was chosen by the Colorado Department of Education to form the basis for electronic communications between CDE and Colorado school districts, and by the the State Library for ILL request transmission between the regional systems and the CRC.

Interlibrary Loan (ILL): A transaction between two libraries in which, upon request, one library lends an item from its collection, or furnishes a copy of the item, to another library not under the same administration or on the same campus.

IRVING (not an acronym) Library Network: A network linking the local automated systems of the four largest public libraries in the Metro Denver area: Boulder Public Library, Jefferson County Public Library, Aurora Public Library, Denver Public Library. Each IRVING member maintains its own different local computer system, and therefore its own separate database. The IRVING network links these different systems so that it is possible for someone searching at an IRVING network terminal to access the holdings, including circulations status, of each member library. Since there is a Common Network Language used on the IRVING network, the searcher only needs to learn the command language of the network, and not the command language for the automated system of each member.

Since Aurora's automated system is shared with the Arapaho Library District, and Boulder's with Louisville and Broomfield public libraries, these libraries' holdings are also included in the network. The collective databases of the participating institutions is over 1.7 million records. In addition, four libraries (Englewood Public Library, Adams County Public Library, Douglas County Public Library, University of Southern Colorado) using the Dynix automated system are planning to become another node of the IRVING network, adding another 650,000+ holdings to the network. Because DPL is a participant in both IRVING and CARL, users of the IRVING network can also access the databases of the CARL libraries. IRVING includes a ILL capability, allowing members to send ILL requests to one another.

Library Services And Construction Act (LSCA): Legislation which makes federal funds available to libraries in several categories, including public libary service (Title I), public library construction (Title II), interlibrary cooperation (Title III), and literacy (Title VI).

Local automated system: A computer system used by a library or group of libraries to automate internal operations. There are a wide variety of local automated systems on the market, running on all sizes of computers from microcomputer to main frame. Each different system varies in terms of the functions automated. These often include one or more of the following: public access catalog, circulation, bibliographic maintenance, authority control, acquisitions, and serials control. The term "local" automated system is used to distinguish these types of systems from the centralized computer utilities that are used by libraries, such as online reference database services and OCLC.

Maggie III: The local automated system of the Pikes Peak Library District (PPLD). This system provides PPLD with an online public access catalog, circulation, and electronic mail, among other functions. Based on CARL system software, PPLD has tailored the CARL system to its own needs by implementing a variety of community information databases along with its catalog: calendar, agencies, clubs, courses, local government documents, local authors, facts, and senior housing. Maggie III is available to both libraries and the general public through dial access. In addition, users of Maggie can also access the CARL and MARMOT databases through their connection to Maggie, since the three systems are linked.

MARC Format (an acronym for MAchine Readable Cataloging): The international standardized format for electronically recording bibliographic information for communication or exchange among libraries and institutions. MARC is the basis for computerized cataloging systems and online union catalogs.

MARMOT (not an acronym): A shared local automated system serving the three Western Slope regional systems: Pathfinder, Southwest, and Three Rivers. This network, based on the CARL software, supports the operations of 17 institutions (6 public libraries, 6 academic libraries, 2 school districts, and the 3 regional systems) by providing them with online public access catalogs and circulation. The participating libraries, by regional system, are: Pathfinder - Mesa College, Mesa County Library, Mesa County Valley School District #51, Montrose District Library, Western State College; Southwest - Adams State College, Durango Public Library, Ft. Lewis College; Three Rivers - Aspen School District #1, Colorado Northwestern Community College, Colorado Mountain College, Eagle County Public Library, Pitkin County Library, Vail Public Library. In addition, through the membership of the three regional systems, the partial or complete holdings of another 99 libraries, for which the regional systems have done OCLC cataloging, are included in the MARMOT databases. The total number of holdings contained in all the MARMOT databases is 1.15 million records. MARMOT is available to both libraries and the general public through dial access. In addition, users of MARMOT can also access the CARL and Maggie databases through their connection to MARMOT, since the three systems are linked.

Microcomputer Interlibrary Loan Network (MILN): A microcomputer network used by the Arkansas Valley and Southwest regional systems for the transmission of ILL requests and responses. The network allows participating libraries equipped with microcomputers, modems, and the appropriate software to transmit requests electronically to the regional system office. The office maintains an IBM microcomputer, acting as the central server in the network, to automatically dial each library and receive its requests, and transmit responses and referrals. The network program also provides the regional system office with file management, report generation, ALA form printing, and statistical compilation capabilities. Referral capabilities include the ability to upload the request to the EasyLink electronic mail system for transfer to the CRC. Twenty-one libraries participate in the Arkansas Valley network; 15 in the Southwest network.

"No Stop DPL": An ILL service of the Colorado Resource Center which provides for verification and out-of-state referral of ILL requests received by the CRC which cannot be filled from Denver Public Library's collection. Locations found within the state are reported to the requesting library. If no in-state locations exist, the CRC will place the request on the OCLC ILL Subsystem for referral out of state.

Online Computer Library Center, Inc. (OCLC): A non-profit computer library service and research organization providing a variety of information systems. OCLC operates online computer and telecommunications systems that support shared cataloging, interlibrary loan, and union listing. In addition to these library functions, OCLC provides Colorado libraries with a link to a national and international network of over 7,900 libraries, and access to a

union catalog of over 17 million records and 268 million holdings. Approximately 300 Colorado libraries participate in OCLC, either directly or through processing centers, and have over 6 million holdings in the OCLC database. (For a list of Colorado OCLC members, see the Appendix.)

OCLC Group Access: A service of OCLC that allows a group of libraries involved in resource sharing to use the OCLC system for ILL verification and request transmission, even if some of the libraries in the group are not full members of OCLC. Group members that are not members of OCLC can search the OCLC database and retrieve abbreviated records (suitable for ILL but not cataloging), display locations and holdings for members of the group (but not for libraries outside the group), and transmit requests to group members. Requests that cannot be filled within the group may be referred outside the group by a group member that is a full OCLC participant. The Colorado Council of Medical Librarians has a established a Group Access program consisting of 22 medical libraries and six non-medical libraries. (For a list of Colorado OCLC Group Access participants, see the Appendix.)

OCLC Processing Center: A centralized cataloging service that provides participants with OCLC cataloging. Rather than each library maintaining an OCLC connection, trained staff, and a variety of cataloging support tools, economies are realized by having the cataloging done centrally. In addition, because of the manner in which OCLC charges for cataloging, if members of the processing center share a single OCLC symbol, unit costs for using each OCLC record are minimized. However, sharing a single symbol among processing center members has disadvantages with regard to ILL. The location designation on the OCLC record is the symbol of the processing center, and it is impossible to know which member of the processing center owns the item without maintaining some kind of offline catalog. Colorado has a variety of processing centers; most notably the three Western Slope regional systems provide this service for their membership. Such processing center services usually provide the libraries with catalog cards, pockets and labels, and MARC records, as well as quality cataloging.

Online Public Access Catalog (OPAC) or (PAC): A computerized catalog of the holdings of a library or group of libraries. An OPAC is often a component of a local automated system. What distinguishes the OPAC from other components of the local system is that it is specifically designed to be used by patrons, rather than the library staff. It usually includes various instructions and menus that allow it to be searched by the uninitiated. By searching the OPAC, it can be determined what the library owns, where it is located, and, when combined with a circulation component, whether or not it is on the shelf or checked out.

Online Reference Databases: A type of computerized catalog of bibliographic citations, consisting predominantly of indexes to journal literature. These catalogs, such as ERIC and Pysch Abstracts, are offered as collections of databases by commercial services, such as Dialog and BRS, which also provided the search software for accessing them. Libraries generically refer to the use of these catalogs as database searching.

Payment For Lending (PFL): A state program providing distribution funds to compensate ILL net lenders for their contribution to resource sharing. Each net lender is reimbursed at six months intervals for its library's net loans. Compensation is determined by dividing the available funds by the total number of net loans for all participating libraries, meaning that the unit reimbursement per net loan can vary with each payment period depending on the funds allocated and the total net loans. Net loans are the number of filled lending transactions over filled borrowing transactions completed with eligible libraries (in-state, publicly-funded or non-profit, regional system members).

Plains & Peaks Regional Library Network (PPRLNET): A network providing ILL verification, messaging, and processing services to over 50 libraries of the Plains & Peaks regional system. Networking activity in this region centers on the computerized system of the Pikes Peak Library District called Maggie III. Libraries in the region can do bibliographic and item status verification by searching Maggie's database through dial access, using microcomputers, modems, and the regional system's WATS line. This database access is coupled with an electronic mail capability for sending ILL requests to the ILL office of PPLD, which contracts with the regional system to provide ILL services its members.

PS-Mail: The electronic mail system used on Pikes Peak Library District's local automated system, Maggie III.

Pueblo Library Network (PLN): A network providing access to the database of Pueblo Library District. Two branch libraries, six area high school libraries, Pueblo Community College, University of Southern Colorado, and the Arkansas Valley regional system office have direct or dial access to the database of Pueblo Library District's automated system. For those libraries with direct lines to the system, there is also a limited messaging capability for transmitting ILL requests. Through a project called Microlink, PLD is in the process of upgrading its system to allow dial access to any library and the general public through microcomputers and modems.

Reciprocal Borrowing: The granting of borrowing privileges to the members of each others user groups by cooperating libraries. Such an agreement usually allows the patron to return the borrowed item to his or her "home" library, rather than to the library from which it was borrowed.

Reference Referral: A transaction between two libraries, in which one library requests assistance of another library with a reference question that it is unable to answer using materials in its own collection. Sometimes a library will take a reference question it cannot answer and turn it into an ILL subject request, attempting to find appropriate information through the ILL process. The distinction between a reference referral and an ILL subject request is often, and justifiably, blurred. Generally, a reference referral is a request for a specific piece of information that can be answered relatively briefly, either verbally or through the photocopying of a few pages from a journal or book. A subject request is a broader request for information on a topic or subject that requires supplying materials, books or journal article photocopies, through the ILL process. (See also Subject Request.)

Regional Library Service System (RLSS): A cooperative providing services to all types of libraries within a designated geographic area. Colorado is divided into 7 multitype regional systems which form the basis for cooperative activity among libraries in the state. There are 473 libraries participating in regional system programs: 36 academic, 126 public, 189 school districts and BOCES, 94 special, and 28 state institutions. Each regional system offers programs of consulting, continuing education, and interlibrary loan, as well as regional programs. Though regional programs vary with each regional system, some examples include: courier service, OCLC processing center, professional collections, reciprocal borrowing. Funding for regional systems comes from state allocation and from member fees for services. Regional systems are governed by the members through membership councils and elected governing boards.

Regional Medical Library Program (RMLP): A program of the National Library of Medicine to promote and coordinate resource sharing among medical libraries in the United States. There are seven regions, and within each region a library is designated the Regional Medical Library responsible for coordinating regional ILL activities (including DOCLINE), developing regional bibliographic locator tools, and promoting regional cooperative resource development programs. Colorado is in Region 4, the Midcontinental Regional Medical Library Program (MCRMLP), in which the Regional Medical Library is the McGoogan Library of Medicine, University of Nebraska Medical Center.

Research Libraries Information Network (RLIN): A shared computer system operated by the Research Libraries Group (RLG) for its member libraries. This computer system is the technical base for RLG's other three programs: collection development, preservation, and shared access to the holdings of its member libraries. The functions of RLIN include online shared cataloging and interlibrary loan. RLG membership consists of 30 major U.S. research institutions and 20 special libraries. Colorado State University is a member of RLG, and a user of RLIN.

Resource Center: A library which has a special role in assisting a regional system with ILL and reference support services. The regional system resource center library is usually the "library of first resort" for the regional system. This means that the regional system will check the resource center's collection first for locating materials to answer reference questions and to fill ILL requests, particularly subject requests. Regional system resource centers are usually the largest public or academic library in the region.

Round Robin: A microcomputer network provided by the Central Colorado regional system for the transmission of ILL requests among eight public libraries in the Metro Denver area. The central server is located in, and maintained by, the Central Colorado regional system office. Requests are transmitted in "round robin" fashion. Each library in turn accesses the network to place requests, and to determine if it can fill any of the requests placed by other libraries earlier in the cycle. If a library determines it can fill a request, the request is removed from the system. All remaining unfilled requests go on to the next library. At the end of the cycle, unfilled requests are returned to the central server. The cycle is repeated daily.

Subject Request: An ILL transaction requesting the loan of materials which provide information on a particular subject or topic. Most ILL requests cite a specific title of a book or journal article. It usually requires a special agreement for a library to accept subject requests from another library, as these necessitate additional or special assistance on the part of the lending library. (See also "Reference Referral.)

Walk-in Reference: Reference services provided to patrons who come in to a library to use its services or facilities, as opposed to contacting the library by phone with a reference question. One of the more important aspects of walk-in library use is the amount of use made by people who are not part of the library's primary clientele, ie. do not provide funding for the suppport of the library.

WREN or W2REN: The software which is the basis for the Microcomputer Interlibrary Loan Network. The network is sometimes referred to by this name. (See also "Microcomputer Interlibrary Loan Network".)

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